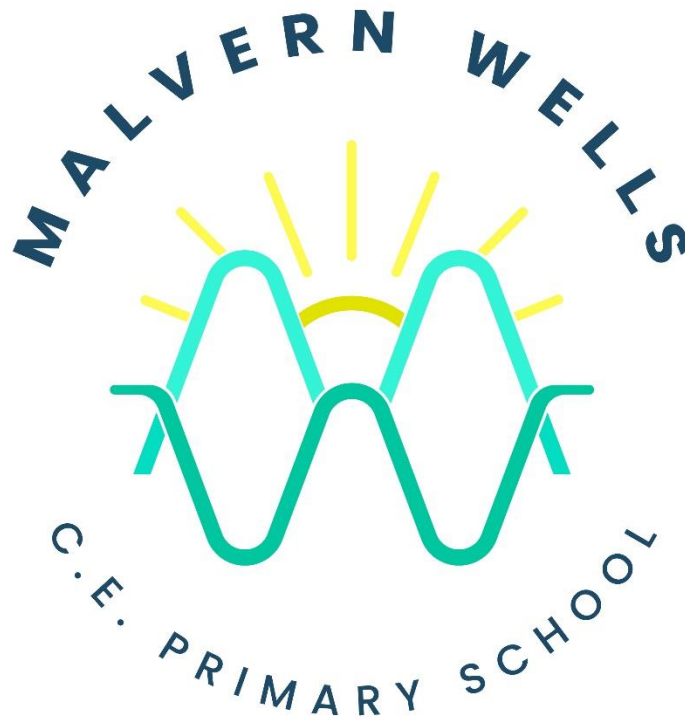


# Malvern Wells CE Primary School

## Communication Policy



**Approved by:** Executive Headteacher / Head of School

**Last reviewed on:** May 2025

**Next Review Due:** June 2026

## **1. Introduction and aims**

We believe that clear, open communication between the school and parents/carers has a positive impact on students' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each student's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible In the following sections, we will use 'parents' to refer to both parents and carers.

## **2. Roles and responsibilities**

### **2.1 Executive Headteacher / Head of School & School Business Manager**

The Executive Headteacher / Head of School & School Business Manager are responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

### **2.2 Staff**

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely and appropriate information (if they cannot address a query or send the information themselves)
- Demonstrating an understanding that our parents are often under high levels of pressure and may require a level of sensitivity and compassion during communications
- Recognising that parents may be working and only need vital communication

### **2.3 Parents**

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating an understanding that staff may not always respond promptly to communication outside of their individual working hours

### **3. How we communicate with parents and carers**

Parents should monitor all of the following avenues of communication regularly to make sure they do not miss important communications or announcements that may affect their child.

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices for texts and phone calls.

#### **3.1 Email (including T2P)**

We use email to keep parents informed about the following things:

- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their child/ren
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Newsletter

#### **3.2 Text messages**

We will text parents about:

- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather)
- General information sharing
- To celebrate children
- Head Bump

#### **3.3 Class Dojo**

Class Dojo is an online platform which offers many useful features including positive behaviour management, parent/teacher communication and class/school newsfeeds. We will only use this for Class 1.

#### **3.4 Phone calls**

Conversations with parents will occur when:

- Your child is taken ill during the school day
- General information sharing ie. your child has not been booked in for lunch/behavioural incident
- Pre-booked telephone appointment with a member of staff

#### **3.5 Letters & Newsletters**

All letters and weekly newsletters will be sent via T2P

#### **3.6 Reports**

You will receive one annual end of year report for your child in July. The date is published on the Malvern Wells Year Overview.

#### **3.7 Parent Meetings**

Parents consultations take place twice a year during the Spring and Autumn terms. During these meetings parents will be informed about their child's academic and social and emotional progress.

The school may also contact parents to arrange meetings between parents' evenings for discussions around their child's achievement, progress, or wellbeing. All staff are available at the end of the school day for informal chats or more formal appointments can be made via the school office at any time.

### 3.8 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision Parents should check the website before contacting the school.

## 4. How parents and carers can communicate with the school

### 4.1 Email

Parents should always email the school office about non-urgent issues in the first instance on [office@mwprimary.co.uk](mailto:office@mwprimary.co.uk)

It may take up to 72hrs to receive a response from school.

If a query or concern is urgent, and you need a response sooner than this, please call the school 01684 561179

### 4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you as promptly as possible.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

## 5. Monitoring and review

The Executive Headteacher / Head of School and school business manager monitors the implementation of this policy and will review the policy every two years.

Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints