



ST MARY'S CE PRIMARY SCHOOL, RAWTENSTALL

Communications Policy 2023

School Mission Statement

Based upon our belief of Jesus Christ as the Son of God and Saviour of the World, we will give all children a positive experience of Christianity and learning, whilst retaining a respect for other faiths. We will promote the spiritual, moral, cultural, mental and physical development of all pupils, within a caring, loving, stimulating and nurturing environment, which is firmly based upon Christian values. All children will receive a wealth of high quality educational experiences through the positive involvement of school, home and St. Mary's Church.

1. INTRODUCTION AND AIMS

St Mary's CE Primary School believes that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 support each child's educational and pastoral needs.

The aim of the 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 staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

2. Roles and responsibilities

2.1 – Headteacher

The Headteacher is responsible for:

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

2.2 – Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and ICT and internet acceptable use policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).

Staff **will not** respond to communications out of school hours or their working hours (if they work part-time), or during school holidays.

2.3 – Parents

Parents are responsible for:

- Ensuring 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 – **please arrange this via the school office telephone number or email address:**

Tel: 01706 216407

Email: schooloffice@rawtenstall-st-marys.lancs.sch.uk

- Respond to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our code of conduct and safeguarding policies and procedures.

3. Contact details

This school holds emergency contact details for all children on the School Information Management System (SIMS) and families are contacted on an annual basis to ensure that these are up to date. Families are expected to inform the school immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the school will use the most practicable means to contact families.

4. How we communicate with parents and carers

The section below explains how we keep parents up-to-date with their child's education and what is happening in school.

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

4.1 – Email

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

- The weekly newsletter
- School events
- School surveys or consultations
- Class activities or teacher requests

4.2 Text messages

We will text parents about:

- Payments
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

4.3 School calendar

We use the school calendar on the website www.stmaryscep.org.uk and communicate with parents about events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included on the school calendar.

4.4 Phone calls

We may call parents if their child is ill or they have forgotten to send something with their child. Parents are expected to call in before 9:30am if their child is absent.

4.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- A weekly newsletter via email

4.6 Homework and Home Reading

We send home reading books daily and homework weekly.

4.7 Reports

Parents receive reports from school about their child's learning, including:

- An end of year report covering their achievement across the curriculum, how well they are progressing and their attendance.
- A report on KS1 and KS2 SATs tests.

We also arrange an Autumn term and Spring term parents evening where parents can speak to their child(s) teacher about their achievement and progress.

4.8 Meetings

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, wellbeing, attendance or behaviour.

Parents of children with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Where parents meetings are held online through a service such as zoom, parent will be given a specific email to contact.

4.9 School website

Key information about the school is posted on our website www.stmaryscep.org.uk including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting school.

5. How parents and carers can communicate with the school

Please use the list in **Appendix 1** to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Outside of teaching their designated class all staff have additional duties which they perform either before school, break/lunch or after school. We aim to facilitate requests for an immediate meeting, however for the reasons stated above, when this is not possible, staff may not be able to facilitate an immediate, unscheduled appointment but will aim to do so **within 5 school days**.

5.1 Email

Parents can email the office regarding non-urgent issues in the first instance. These emails will then be redirected to appropriate member of staff.

Email: schooloffice@rawtenstall-st-marys.lancs.sch.uk

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school office on **01706 216407**.

5.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office:

schooloffice@rawtenstall-st-marys.lancs.sch.uk

This will be forwarded to the relevant member of staff who will contact you within 2 working days.

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 within 2 days of your request.

If your issue is urgent, please call the school office on **01706 216407**.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

5.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see Appendix 1), or call the school office to book an appointment.

We try to schedule all meetings within 2-3 days of the request.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their well-being.

5.4 Class Dojo

Class Dojo connects the school and families through building virtual classroom communities. It enables staff to share photo's, videos (where parental consent has been provided) announcements and celebrations as well sharing messages from school.

Please be aware that the messaging tool on Class Dojo is used as a communication tool for staff to share the above information. It is not to be used for parents and teachers to get into in depth discussions and messages with their class teacher.

Please ensure that any queries, concerns and messages are sent via the school office email and telephone communication channels. Thank you for your co-operation.

6 Monitoring and review

The headteacher monitors the implementation of this policy and review it every 3 year. The policy will be approved by the Governing Body.

Date of policy – February 2022

Review date – February 2025

Appendix 1: School contact list

Who should I contact?

If you have any questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the appropriate address
- Include your child's full name in the subject line

We will try to respond to all emails within 2 days.

I have a question about.....	Who you need to email in the first instance
My child's learning/class activities/homework	schooloffice@rawtenstall-st-marys.lancs.sch.uk
Payments	
School trips	
Uniform	
Attendance and absence requests	
Behaviour concerns	
School events/school calendar	
School dinner money	
Hiring the school premises	
Special Educational Needs and Disabilities My child's wellbeing/pastoral support	

