



Abbot Beyne School

Policy:	Communications Policy
Person Responsible:	Mr J P Tickle
Governors' Committee:	FGB
Adopted Date:	November 2021
Reviewed:	Autumn 2025
Next Review Date:	Autumn 2026
Signature:	
Accepted by Staff:	

1. Introduction and Aims

We believe 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 the school better support each child

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

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy
- Checking outgoing communications with parents (e.g. school letters, see Appendix 1)

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 information
- Ensuring all communication is checked prior to sending it to parents (see Appendix 2)

Staff are not expected to respond to communications outside of school hours or their working hours (if they work part-time), or during school holidays. We aim to respond to all communication within 48 hours.

The IT support team will give login details for Arbor.

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

Any communication that is considered disrespectful, abusive, or threatening will not be tolerated.

3. How we communicate with parents and carers

The sections below explain 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.

3.1 Email

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Detentions

3.2 Text messages

We will text parents about:

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

3.3 School calendar

Our school website includes a full school calendar for the year.

Where possible, we try to give parents at least two 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 in the school calendar.

3.4 Phone calls

Staff will contact parents via telephone when we wish to give praise or have a cause for concern (removals, exclusions, etc.).

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

3.6 Homework

All homework is recorded on the Showbie app on your child's iPad.

3.7 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8 Meetings

During Consultation Evenings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of learning, their child's wellbeing, or any other area of concern.

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

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

3.9 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

Parents should check the website before contacting the school.

4. 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.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. We aim to acknowledge all emails within 48 hours 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.

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 within 48 hours. If your issue is urgent, please call the school office. Urgent issues might include things like family emergencies, safeguarding or welfare issues.

4.3 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 to book an appointment. We try to schedule all meetings within 5 working 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 wellbeing

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the Governing Board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints

Appendix 1: Staff checking protocol

Email – please ask your line manager to check if you are unsure

Text messages - please ask your line manager to check if you are unsure

School calendar – checked by the Headteacher

Phone calls – please ask your line manager to listen with you if you are unsure

Letters and booklets – all letters should be checked by the Headteacher

Homework – will be monitored by the Director of Learning

Reports – will be checked by a member of the Senior Leadership Team

Meetings – please ask your line manager to be present if you feel this is appropriate

School website – checked by the Headteacher

Social Media – checked by someone else, not text speak or capitalisation

Appendix 2: School contact list

Who should I contact?

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

- Email the school office on office@abbotbeyneschool.co.uk
- Put the subject and the name of the relevant member of staff in the subject line
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 48 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher if you know this or the school office
My child's wellbeing/pastoral support	office@abbotbeyneschool.co.uk
Payments	bursar@abbotbeyneschool.co.uk
School trips	office@abbotbeyneschool.co.uk
Uniform/lost and found	office@abbotbeyneschool.co.uk

Attendance and absence requests	If you need to report your child's absence, call: 01283 759007 Option 1 If you want to request approval for term-time absence, contact Attendance@abbotbeyneschool.co.uk
Bullying and behavior	office@abbotbeyneschool.co.uk
School events/the school calendar	office@abbotbeyneschool.co.uk
Special educational needs	f.airey@abbotbeyneschool.co.uk
Hiring the school premises	bursar@abbotbeyneschool.co.uk
The Governing Board	bursar@abbotbeyneschool.co.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy on our school website.

Please note that although you may email a particular person, the school will determine who is best to respond to your query.