

Loxwood School

Communication Policy



LOXWOOD
SCHOOL

Approved by:	Headteacher	Date: November 2024
Next review due by:	November 2026	

Contents

1. Introduction and aims	2
2. Roles and responsibilities	2
3. How we communicate with parents and carers	3
4. How parents and carers can communicate with the school	4
5. Accessibility	4
6. Monitoring and review	5
7. Links with other policies	5
Appendix 1: school contact list	6

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'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 and expectations 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 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- 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 information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours (8.00am – 4.00pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Staff will aim to respond within three working days. Staff will not be expected to respond during school holidays or weekends, unless it is an emergency.

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
- Responding 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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (8.00am – 4.00pm) or during school holidays.

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
- Newsletters
- Emergency closure

3.2 School calendar

Our school website/newsletter includes a full school calendar for the term. 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).

3.3 Phone calls

We call home if your child is sick, missing key equipment, has had a significant head injury or has reached a specific level on the behaviour ladder. Other matters may require a call home, such as attendance or SEND.

3.4 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

3.5 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
- A report on KS2 SATs tests, phonics screener and multiplication test.

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

3.6 Meetings

We hold 1 parents' evening per term and an optional one in the summer term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' 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, have three meetings per year, with the class teacher and SENDCO, these are 20 minutes long. They may also be asked to attend further meetings to address these additional needs.

The school may decide that an additional member of staff will be present at meetings (to take notes, or in a mentoring/supportive capacity, particularly for new members of staff or early careers teachers).

3.7 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

Parents should 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.

We encourage parents to come and talk to us, it can be a tricky time as staff will be focused on ensuring the wellbeing and safeguarding of the children at these times of transition.

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 three working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within three working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within three days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

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

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

Tapestry - is a tool used to communicate and celebrate children's learning both at home and at school in reception, year 1 and year 2.

5. Accessibility

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

5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Paper copies of letters are sent home upon request
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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 year.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Social media policy
- Complaints policy

Appendix 1: school contact list

Who should I contact?

WHO TO CONTACT

There will be times when you need to contact school. Should you have an issue or concern that relates to your child, please don't hesitate to approach the school directly. The first point of contact will usually be your child's class teacher. It's in everybody's best interests that any issues are resolved as quickly as possible. This guidance is designed to help you handle concerns quickly and confidently by directing you to the person in school who is best-placed to help. Our full complaints policy and procedure are also available on our website. This document is designed to be an 'at a glance' contact list.



For matters pertaining to:

- Pupil absence
- Dates / times for school events
- Payments to school
- General non-urgent queries



Please contact the School Office:

01403752207
 messages@loxwoodschool.com
 Loxwood Primary School, Nicholsfield, Loxwood, West Sussex, RH140SR

For matters pertaining to:

- Class-based concerns
- Your child's learning
- Your child's general well-being



Please contact your child's Class Teacher:

In the first instance, we encourage short conversations at the start or end of the day where possible. For matters which require a more in-depth conversation, please call or email the school office to arrange for the class teacher to call you back.

For matters pertaining to:

- Special Educational Needs
- Safeguarding concerns



Please contact our SEND Coordinator

Miss Daisy Price :
 01403752207
 dprice@loxwoodschool.com
 Loxwood Primary School, Nicholsfield, Loxwood, West Sussex, RH140SR

For matters pertaining to:

- Any ongoing matters that you have raised previously with the class teacher but you feel have not been resolved.
- If the matter is regarding one of the members of staff mentioned above.
- Feedback about the school: negative or positive.



Please contact our Deputy Headteacher

Miss Daisy Price :
 01403752207
 deputy@loxwoodschool.com
 Loxwood Primary School, Nicholsfield, Loxwood, West Sussex, RH140SR

For matters pertaining to:

- Any long-term matters that you have raised previously via the above channels but you feel have not yet been resolved successfully or you are dissatisfied with the outcome.
- If the matter is regarding one of the members of staff mentioned above.
- Safeguarding concerns.
- Serious and urgent queries.



Please contact our Headteacher

Mrs Sharon Mellors :
 01403752207
 head@loxwoodschool.com
 Loxwood Primary School, Nicholsfield, Loxwood, West Sussex, RH140SR

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

- Email or call the school office on messages@loxwoodschool.com, 01403 752207.
- Put the subject and the name of the relevant member of staff in the subject line (for emails)
- 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 three working days. Office working hours 8.15am – 3.45pm.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher.
My child's wellbeing/pastoral support	Your child's class teacher.
Payments	School office
School trips	School office/ your child's class teacher
Uniform/lost and found	School office. Lost property bin is in the playground under the shelter.
Attendance and absence requests	If you need to report your child's absence, call: 01403 752207 or email absence@loxwoodschool.com If you want to request approval for term-time absence, contact the school office.
Bullying and behaviour	Your child's class teacher
School events/the school calendar	School office
Special educational needs (SEN)	Your child's class teacher
Before and after-school clubs	School office
Hiring the school premises	School office
PTA	palsloxwood@gmail.com
Governing board	governors@loxwoodschool.com
Catering/meals	Chartwells via school office

Complaints

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