



School Communication Policy

Daven Primary School

Approved by:	Mrs Gosling	Date: July 2026
Last reviewed on:	July 2026	
Next review due by:	September 2027	

Purpose

At Daven Primary School, we value positive, respectful and effective communication between home and school. Working together helps us provide the very best educational experience for all our pupils.

We are committed to providing clear, timely and meaningful communication with parents and carers. This policy outlines how communication will take place and the expectations for all members of our school community.

Keeping parents informed

We believe that regular communication helps strengthen the partnership between home and school. To keep parents informed about school life and their child's education, we provide:

- Weekly newsletters containing important updates, reminders and information about school events.
- Half-termly newsletters celebrating achievements and sharing key developments across the school.
- Regular posts of Facebook about what is happening in school.
- Half-termly SEN newsletters.
- Parents' evenings twice each year to discuss your child's progress and attainment.
- Information events three times a year to help parents understand and support their child's learning.

We will always aim to provide clear communication in a timely manner and ensure parents are kept informed about important matters affecting their child and the wider school community.

How to contact the school

To ensure that all enquiries are dealt with efficiently and directed to the appropriate person, **all emails should be sent to the school administration team**; alternatively, any SEN-specific emails can be sent directly to our sendco.

Email: admin@daven.cheshire.sch.uk or sendco@daven.cheshire.sch.uk

The administration team will forward your message to the relevant member of staff where appropriate.

We aim to acknowledge or respond to communications within 48 working hours. Please note that some enquiries may take longer if further investigation or consultation is required.

Contacting staff

Parents and carers are asked to avoid emailing teaching staff directly. Sending communications through the administration team helps ensure messages are logged, monitored and directed appropriately.

Teaching staff may not be able to respond immediately due to their teaching commitments and responsibilities throughout the school day.

Expected response times

Our staff work hard to support all pupils and families. To help maintain a healthy work-life balance for staff, parents should not expect responses:

- Before **8:00am**
- After **5:00pm**
- During weekends
- During school holidays (unless in exceptional circumstances)

If a matter is urgent, please contact the school office directly by telephone.

Respectful communication

We recognise that there may be occasions when parents or carers disagree with a decision, have concerns about an issue, or feel upset about a situation involving their child. We are committed to listening to concerns and working collaboratively to find a resolution.

However, it is important that all communication remains calm, respectful and courteous at all times.

In line with our Parent Code of Conduct Policy, we do not tolerate:

- Abusive, aggressive or threatening behaviour
- Offensive or inappropriate language
- Harassment of staff, pupils or other parents
- Intimidating behaviour in person, over the telephone, by email or through social media

This expectation applies to all interactions with school staff, whether face-to-face, on the telephone or through written communication.

Our Parent Code of Conduct Policy can be found here:

https://files.schudio.com/daven-primary-school/files/documents/Parent_conduct_policy.pdf

Working together

The staff at Daven Primary School are committed to doing their very best for every child. We understand that concerns may arise from time to time, but by communicating respectfully and constructively, we can work together to support the learning, wellbeing and success of all pupils.