



MELBOURNE INFANT SCHOOL

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# Melbourne Infant School

## Communication Policy 2025

*Reviewed and approved at: Resources Committee*

*Last Review: Spring 2025-26*

*Due for renewal: Spring 2027-28*



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Positive communication is an essential element of Melbourne Infant School. It enables our children and families to feel valued, listened to and promotes partnership. The majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and from school: as well as through Class Dojo, text and email, telephone and occasionally video.

### **Aim**

To ensure that Melbourne Infant is an inclusive and supportive school, we must communicate effectively with each other; with our children, with their parents and with other members of the wider community. We ensure that communications between all members of the school community are clear, professional, timely and appropriate.

### **All communications at Melbourne Infant School should:**

- Keep staff, pupils, parents, and stakeholders well informed.
- Be open, honest, ethical and professional.
- Be jargon free and easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies.
- Reflect our school values and aims.
- Follow our online safety policy.

### **Communications with Families**

*Hereafter the term 'families' will be used to refer to all those individuals who have a role in the up-bringing and care of the child.*

Families are welcome to visit the school to discuss their child's progress, ask questions, and gain support or to have the opportunity to talk about their child/home issues with their child's class teacher.

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, or whole-school coordination of a curriculum subject. We aim to be able to facilitate requests for urgent appointments/meetings, however when this is not possible for the reasons stated above, staff will aim to do so within 5 school days.

Arranging a mutually convenient appointment allows the school time to organise cover to make staff available to speak to the families and to gather any necessary information prior to the meeting. This process will make the meeting much more conducive.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicative and where extensions are



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needed i.e. for further investigation a holding response will be given to the family along with an updated expected response time.

### **Keeping in touch**

#### **Contact details**

The school holds emergency contact details for all children on the School Information Management System (RM Integris) 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.

#### **Face to Face communication**

A lot of school communication happens face to face: such as passing messages on the door in the morning, meeting teachers in school, or visiting the school office.

#### **Phone calls**

The school office is open from 8:45am to 3.30pm daily. Messages can be left on our answer phone outside of these hours.

All inbound telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call unless it is an emergency. Messages are taken and forwarded to the relevant person.

Outbound telephone calls will be made where immediate contact with a family member is required i.e. for injuries, accidents or an unwell child. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

#### **School Email**

Where possible, the school emails letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs to the school. Families are permitted to use e-mail as a means of providing a quick, effective way of communicating information about their child.

As teachers have little to no time during their teaching day to check communications, requests which require immediate or quick action (ie to change pick-up arrangements)



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should not be sent to the class teacher. It is important that families telephone the school office with this information.

We aim to reply to all emails requiring an answer within 3 school days. Staff are not expected to, and are discouraged from, checking and responding to emails outside of their working day. However, staff are encouraged to work flexibly and respond to emails in a way that suits them to balance their working hours. Staff do not expect families to read, respond or action emails outside hours that suit them.

Email does not replace face to face meetings where some discussion is required. All staff should seek face to face communications, when email is not the most effective form of communication. Staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being via email. Where it is not possible to use email, most written correspondence is passed on to families through face to face interaction at the end of the school day.

### **Text**

The school has a Text system (Teachers2Parents) which is used to communicate with families, and is only used in an emergency. Text messages are sent to Primary contacts. This is not a reply service.

### **Keeping families updated**

### **Newsletter**

Families will receive a weekly newsletter via email and Class Dojo from the school office, where we share regular updates and news of what is happening within the school. Newsletters are also available on the school website.

### **Class Dojo**

Class Dojo connects the school and families through building virtual classroom communities. It enables staff to share photos, videos, announcements and celebrations as well as messaging between school and home. As with emails, staff are not expected to, and are discouraged from, checking and responding to Dojo messages outside of their working day (typically 8:30-4:30). However, staff are encouraged to work flexibly and respond to Dojo messages in a way that suits them to balance their working hours. Staff do not expect families to read, respond or action Dojo messages outside hours that suit them. Dojo messaging does not replace face to face meetings where some discussion is required. All staff should seek face to face communications, when Dojo is not the most effective form of communication. Staff and families are discouraged from entering into in-depth



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discussions about a child's progress or well-being via Class Dojo. Absences should not be reported through Class Dojo.

If families are separated, both parents have a right to information, unless legal documentation is in place.

### **School Facebook Site**

The school has a Facebook page (Melbourne Infant School). We may share resources, post information from the local community and celebrate achievements through our social media account. Children will not be identified in any social media posts unless their parents have agreed in advance.

Staff are advised not to communicate with families via social networking sites or accept them as "friends". Our Facebook feed is designed to highlight positive aspects of our school only. Any negative comments or complaints will be deleted and the school reserves the right to 'block' any user from the school's page.

### **School Website**

The school website [www.melbourne-inf.derbyshire.sch.uk](http://www.melbourne-inf.derbyshire.sch.uk) provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

### **Online learning platforms**

The school may use other learning platforms to support the children's education from home. Examples are Bug Club and spelling shed which is used for reading, grammar and phonic. Parents will be given a login for their child's account. There are no facilities to communicate with the school via these channels, so any queries should be directed to the school.

### **Annual Reports**

Reports are sent once a year, in the summer term, with an option for a face to face appointment.

<b>Meeting with families</b>
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### **Parent's Evening**

All families are provided with two, 10-minute meetings each academic year. Families are asked to sign up for an allocated date and time. Should an appointment day not be suitable, families are asked to contact their child's teacher who will make every effort to arrange a more mutually convenient time. Families are encouraged to request additional



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meetings should they have a concern regarding their child's progress or well-being. Likewise, staff will arrange additional meetings if necessary.

### **Annual Reviews for Children with an Education, Health and Care Plan**

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relations to the aims and objectives of their plan and half termly review meetings are held to ensure provision and support is appropriate.

### **School Events**

There will be opportunities for school events during the year: including Meet the Teacher sessions at the start of the school year, PTA events, open classrooms and fundraising events such as breakfast with books.

## **Staff and governors**

### **School Staff**

The communications responsibilities of all school staff are as follows:

- To adhere to policies regarding communication with parents.
- To communicate regularly with each other, to ensure information is available and understood within the context of the classroom and working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the school.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.

### **Communication with governors**

The main communication with governors is by email and face to face meetings where possible. The Chair of Governors can be contacted by the Clerk to Governors via the school office.

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### **Equality statement**

The governors and staff are committed to providing the full range of opportunities for all pupils regardless of gender, disability, and ethnicity, social, cultural or religious background. All pupils have access to the curriculum and the right to a learning environment which dispels ignorance, prejudice or stereotyping.



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## **Related Policies**

- Child Protection
- Online safety
- Complaints policy
- Equality policy
- Staff code of conduct
- Attendance
- Behaviour
- SEND offer
- GDPR policies

### *Requests for Information.*

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings. When communication becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable, then actions will be put in place accordingly.