



THE RACKHAM
C OF E PRIMARY SCHOOL

Communication Policy

Policy Number: STAT 018

Date: September 2023

The Rackham C of E Primary School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment.

1. Introduction and aims

We believe that clear, open communication between the school and parents and carers have a positive impact on pupils' learning because it:

- Gives parents and carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents and 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 and carers
- Setting clear standards and expectations for responding to communication from parents and carers
- Helping parents and 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

Staff have been balloted at The Rackham and have identified the following hours that they will be available to respond to communication. Where an employee works part time, their expectations are altered to reflect their contracted working hours.

Outside of these hours, an out of hours message will appear in response to emails sent to individual email accounts.

Working days: 8am – 6pm

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents and carers 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 and carers 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 and carers 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 8am - 6pm 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.

This policy links with the existing Staff e-Safety Acceptable Use Policy.

2.3 Parents and carers

Parents and carers 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 be treated in line with our parent code of conduct.

- Parents and carers should **not** expect staff to respond to their communication outside of core school hours 8am – 6pm or during school holidays.

This policy links with the parent code of conduct policy which is posted on our school website.

3. How we communicate with parents and carers and carers

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

Parents and carers 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 the weekly Headteacher letter, school website and emails from the office to keep parents and carers 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

3.2 Text messages

Text messaging to parents is not used at The Rackham.

3.3 School calendar

The Headteacher newsletter includes a full school calendar for the term. In addition we have holidays and days when school is closed for staff training on our website.

Where possible, we try to give parents and carers 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 in the school calendar.

3.4 Phone calls

Phone calls are utilised by the office to engage with parents and carers if their child has not arrived at school by 9.15am

Phone calls are also utilised by teachers to engage with parents with an update on their child rather than email.

3.5 Letters

We send the following letters home regularly:

All letters are sent via email unless activities include things like Christmas card designs that must be drawn on paper and returned.

3.6 Homework books

Homework books are sent home at the beginning of the school year.

Parents update Tapestry with feedback and an image detailing how their child engaged with the tasks set.

3.7 Reports

Parents and carers 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 that is sent home with the end of year report

We also arrange three Parent Evenings, one each term, where parents and carers can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8 Meetings

We hold two parents' evenings per term, one from 3.30 - 5.30pm and one from 3.30 - 7pm. During these meetings, parents and carers 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 and carers to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents and carers 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
- Events and announcements
- Curriculum information
- Policies and procedures
- Contact information
- Information about before and after-school provision

Parents and carers should check the website before contacting the school.

3.10 Home-school communication via Tapestry

All parents and carers have access to a Tapestry account for their child where work is posted by the class teacher to keep parents and carers up to date on what learning has been taking place in the classroom.

Any communication about these images which requires input from the class teacher beyond an general comment, should be raised via the class email address (tree name)[@rackham.cambs.sch.uk](mailto:tree@rackham.cambs.sch.uk)

4. How parents and carers can communicate with the school

Parents and carers 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.

4.1 Email

Parents and carers 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 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 2 working days.

If a query or concern is urgent, and parents and carers need a response sooner than this, they should call the school office on 01353 662436 or email office@rackham.cambs.sch.uk

4.2 Phone calls

If parents and carers 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 1 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 and carers have spoken to the appropriate member of staff within 2 days of your request.

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

Urgent issues might include things like:

- Safeguarding or welfare issues
- Bereavement
- Family emergencies

For more general enquiries, please call the school office.

4.3 Meetings

If parents and carers 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 7 working days of the request.

While teachers are available at the beginning or end of the school day if parents and carers 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

5. Inclusion

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

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

- English

Parents and carers 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.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Staff e-Safety Acceptable Use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

Appendix 1: 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 most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 24 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher via class email: (tree)@rackham.cambs.sch.uk
My child's wellbeing/pastoral support	Email the class teacher in the first instance via class email: (tree)@rackham.cambs.sch.uk Pastoral Lead: ismith@rackham.cambs.sch.uk
Payments	office@rackham.cambs.sch.uk
School trips	office@rackham.cambs.sch.uk
Uniform/lost and found	Check in the lost property bin in the main reception first, if item of clothing not identified, email: office@rackham.cambs.sch.uk
Attendance and absence requests	If you need to report your child's absence, phone: 01353 662436 If you want to request approval for term-time absence, contact office@rackham.cambs.sch.uk
Bullying and behaviour	office@rackham.cambs.sch.uk
School events/the school calendar	office@rackham.cambs.sch.uk
Special educational needs (SEN)	In the first instance: office@rackham.cambs.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	SENDCO: sherselmanSENDCO@rackham.cambs.sch.uk
Before and after-school clubs	office@rackham.cambs.sch.uk
Hiring the school premises	finance@rackham.cambs.sch.uk
PTA	fwr@rackham.cambs.sch.uk
Governing board	clerk@rackham.cambs.sch.uk
Catering/meals	office@rackham.cambs.sch.uk
Headteacher	office@rackham.cambs.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Procedure and Policy which can be found on the school website.

This policy will be reviewed and agreed in line with Government guidelines by the Governing Body.

Approved and signed by:


Headteacher



Signed:

Date: 7th September 2023

Chair of Governing body



Signed:

Date: 7th September 2023