



St. Gregory's Catholic Primary School and Litte Stars Nursery

School Communication Policy

Clear respectful and timely communication between home and school

*We Give Thanks to God, Work Together and Always Try Our Best. Shining in Little Ways
for All to See*

Matthew 5:16

Headteacher Miss Emma Shaughnessy

Effective September 2026

Review September 2028

Introduction and aims

We believe that clear, open communication between the school and parents and carers has 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; and
- builds trust between home and school, helping us 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 responses; and
- helping families reach the member of staff best placed to address a query or concern.

In this policy, parents refers to parents and carers.

One clear route for parent enquiries

All parent enquiries should be sent to parentenquires@bccet.org.uk. The school office will acknowledge the message, record it where appropriate and direct it to the right member of staff. Parents should not email teachers directly.

Queries for Mrs Douglas, our SENCO, may be sent directly to senco@st-gregorys.co.uk.

Roles and responsibilities

Headteacher

- Ensuring communication with parents is effective, timely and appropriate.
- Monitoring the implementation of this policy.
- Reviewing the policy regularly.

Staff

- Responding in line with this policy and the school's acceptable-use requirements.
- Working with colleagues so parents receive timely, accurate information.

Staff aim to respond during the school's core working hours, 8:30am to 4:00pm, or within their normal working hours if part-time. Staff may sometimes respond outside these hours, but are not expected to do so.

Parents

- Communicating respectfully at all times.
- Using the school's official communication routes rather than contacting individual teachers directly.
- Providing the child's full name and class, together with enough detail for the school to direct the enquiry.
- Responding to school communications, including meeting requests, promptly.
- Checking school communications regularly.

Communication considered disrespectful, abusive or threatening will be managed in line with the Parent Code of Conduct. Parents should not expect responses outside core school hours or during school holidays.

How we communicate with parents and carers

Parents should monitor the school's usual communication channels so they do not miss information that may affect their child.

Arbor messages and email

We use Arbor and email for notices, reminders, letters, consent requests and messages relating to individual pupils. Parents should keep their contact details and notification settings up to date.

School newsletter

Our regular newsletter, shared digitally and published on the website, includes upcoming events, school closures, surveys or consultations, class activities and important reminders.

School calendar

The newsletter contains diary dates, and the digital calendar is available on the school website. Where possible, we give at least two weeks' notice of events or special occasions.

Phone calls

The school may telephone parents about:

- pupil illness, injury or welfare;
- collection arrangements;
- behaviour incidents or concerns;
- learning, attendance or pastoral concerns; or
- agreed SEND Support Plan updates.

Letters

Letters may be sent through Arbor or email and, where necessary, as paper copies. These include trip information, consent requests, statutory information and the weekly newsletter.

Reports

Parents receive information about their child's learning and progress, including:

- an end-of-year report covering achievement, progress and attendance;
- an interim progress report in the autumn 2 term;
- Key Stage 2 SATs outcomes for Year 6;
- the Phonics Screening Check outcome for Year 1; and
- the Multiplication Tables Check outcome for Year 4.

Meetings

Parents are invited to meet their child's teacher during the autumn and spring terms. A summer-term meeting may be requested to discuss the end-of-year report. The school may arrange additional meetings where there are concerns about achievement, progress, attendance or wellbeing.

Parents of pupils with special educational needs or disabilities may be invited to additional meetings. SEND Support Plans are reviewed termly.

School website

Key information is published at www.st-gregorys.co.uk, including school times, term dates, events, policies, contact details, curriculum information and wraparound provision. Parents should check the website before submitting a general enquiry.

How parents and carers can contact the school

Non urgent enquiries

Email parentenquires@bccet.org.uk in the first instance. This includes messages intended for a class teacher or another member of staff. Alternatively, telephone the school office on 0191 455 2909.

- Messages will normally be acknowledged within two working days.
- A full response, where appropriate, will normally be provided within five working days.
- Where a meeting is needed, we aim to arrange it within ten working days.

These timescales may be extended where enquiries are complex or require investigation. The school will explain this and provide an expected timescale.

SEND enquiries

For questions about special educational needs or disabilities, parents may contact Mrs Joanne Douglas, SENCO, directly at senco@st-gregorys.co.uk.

Nursery –Little Stars

For enquiries about our Nursery or to contact Nursery staff please contact us at littlestarsnursery@st-gregorys.co.uk FAO Mrs. Douglas EYFS Lead or your child's Key Nursery Worker.

Urgent concerns

For a family emergency or an urgent safeguarding or welfare concern, telephone the school immediately on 0191 455 2909. Do not rely on email for an urgent matter.

- We will ask for enough information to direct the concern safely and promptly.
- Serious concerns will be passed to a senior member of staff immediately.
- We aim to respond to other urgent matters within one working day.

Information will be handled sensitively and shared only with those who need it, subject to the school's safeguarding and legal duties.

For clarity, an urgent welfare concern includes matters such as immediate safety, safeguarding, police, social care or significant medical involvement. Routine matters, including belongings, water bottles or general classroom queries, follow the non-urgent response times above.

Changes to home time collection arrangements

Changes to the person collecting a child at home time may not be picked up by email in time. Parents must telephone the school on 0191 455 2909 and speak to a member of staff first. After speaking to staff, please confirm the agreed change by emailing parentenquires@bccet.org.uk. An email alone should not be relied upon to change collection arrangements.

Meetings

To request a meeting, email parentenquires@bccet.org.uk or telephone the school office. For a meeting specifically with Mrs Douglas about SEND, email senco@st-gregorys.co.uk. We aim to arrange meetings within ten working days.

Teachers' priority at the beginning and end of the school day is the safe supervision, dismissal and settling of pupils. They may not be available for an unplanned conversation. Please use the official route so an appropriate time can be arranged.

Raising a concern

Concerns should normally be raised in the following order so they can be resolved promptly and by the person closest to the matter:

- first, speak to your child's class teacher;
- if the concern remains unresolved, speak to Miss Watson, Deputy Headteacher; then
- if further consideration is required, speak to Miss Shaughnessy, Headteacher.

Meetings should be requested through parentenquires@bccet.org.uk or the school office. This staged route does not prevent parents from using the Trust's formal complaints procedure where appropriate.

Inclusion and accessibility

We want everyone in our community to be able to communicate with the school. Parents who need support may request:

- translation of school communications;
- an interpreter for a meeting or telephone call;
- information in a larger or more accessible format; or
- another reasonable communication adjustment.

Please contact the school office to discuss the support required.

Links with other policies

This policy should be read alongside the school's policies on acceptable use of IT systems, parent and employee conduct, complaints, the home-school agreement, safeguarding, data protection and staff wellbeing.

Monitoring and review

The Headteacher monitors the implementation of this policy. It will be reviewed at least every two years, or sooner if school systems, statutory guidance or Trust arrangements change.

Appendix 1 Who should I contact

Check the school website first, as much of the information you may need is published there. For all general parent enquiries, use parentenquires@bccet.org.uk and include your child's full name and class. Individual teacher email addresses will not be shared.

Your question	Contact route
Learning, class activities, lessons or homework	Class teacher via parentenquires@bccet.org.uk
Wellbeing or pastoral support	Class teacher via parentenquires@bccet.org.uk
SEND or additional needs	Mrs Joanne Douglas, SENCO senco@st-gregorys.co.uk
Little Stars Nursery	Littlestarsnursery @st-gregorys.co.uk
Bullying or behaviour	Class teacher in the first instance via parentenquires@bccet.org.uk
Attendance, absence or term-time absence requests	School office 0191 455 2909 parentenquires@bccet.org.uk
Change to the person collecting a child at home time	Telephone 0191 455 2909 and speak to staff first; then confirm by email to parentenquires@bccet.org.uk
A concern	Class teacher first, then Miss Watson, Deputy Headteacher, then Miss Shaughnessy, Headteacher
Payments, trips, uniform, lost property, clubs, events, calendar, meals or catering	School office via parentenquires@bccet.org.uk or 0191 455 2909
Local Governing Committee	School office via office@st-gregorys.co.uk

Complaints

If you wish to make a formal complaint, please follow the procedure in the Bishop Chadwick Catholic Education Trust Complaints Policy, available through the school website.

School	St. Gregory's Catholic Primary School and Nursery
Address	Harton House Road East, South Shields, Tyne and Wear, NE34 6DZ
Telephone	0191 455 2909
Parent enquiries	parentenquires@bccet.org.uk
SENCO Mrs Douglas	senco@st-gregorys.co.uk
Website	www.st-gregorys.co.uk