**St Peter’s CE(VA) Primary School**

**Communication Policy**

The purpose of this policy is to ensure that the school has a clear strategy in place of how it communicates, to parents, governors and to the wider public. It sets out the expectations of all parties to ensure that communication is effective, purposeful and leads to a smoother running school.

It will also include points that supports work life balance. Communication is vast and diverse and is dependent on classes, age groups, and family circumstances. Decisions have been made in our strategy that we believe will work best for the most families possible. The strategy also attempts to ensure that no one is overloaded with communications.

For the school to deal with communication most effectively parents need to support us by following the strategy below and engage with the communication sent out.

**Communication with Parents**

The school chooses to use email as its primary form of communication as it goes direct to parents and is environmentally friendly. Emails will come from notifications@primarysite.net (please check your junk mail) Parents must inform the school of email addresses of those who they want to receive school emails and update them when they change. Email headings will let you know what the email requires ACTION: NEW INFORMATION: CLASS X INFORMATION: or REMINDER:

Please remember staff are available for quick queries at the beginning or end of each day. F1-Y2 have staff on the door to the classrooms and there is also a member of staff manning the KS2 door who you can quickly ask a question of.

Please ensure that you direct your questions to the relevant person eg. the office can not comment on what has happened in class; that would be a note in the journal or a conversation at the beginning or end of the day. Please note KS2 journals are checked each Friday only – children will need to make the teacher aware if there is a note to pass on.

|  |  |  |
| --- | --- | --- |
| **Class teacher** | **Office** | **Headteacher** |
| Curriculum queries  Questions about books.  Questions about homework  Questions about the class, behaviour in school.  Passing on information from home about how they are feeling etc. | Information about trips  Information about dates  Queries regarding Parent Pay  Attendance information  Music lessons  Medication  Clubs  School dinners | Support for families / child  Significant issues in school  Issues that can’t be brought up with the class teacher. |

However, if you are unsure who to contact or concerned about anything please phone the office and we will direct you to the right place.

PLEASE CUT AND RETURN TO SCHOOL

Child’s Name …………………………………………………………………………………….. Class …………………………….

I have received and understood the communication policy.

Signed ………………………………………………………………

The communication we send out is as follows:-

* A date list will go out at the beginning of each term. This will be in paper form.
* A newsletter and other letters discussing upcoming events will go out on a Friday via email.
* The newsletter includes reminders and upcoming dates and more in-depth information.
* Class specific or team events will have email letters directed straight to them as appropriate.
* All event letters will go out at least two weeks before the event.
* Texts or emails will be sent the day before as reminders of events ie own clothes, bring chocolate etc.
* EYFS team will post a Facebook update about their week.
* Y1 upwards will post a Facebook update after an event.
* The school journal can be used to exchange notes between home and school.
* A half termly newsletter celebrating what has gone on that half term.
* The office will send out emails around payments, monies, clubs etc on a Monday.
* Survey will be sent out to be completed online as and when appropriate.

Parents can also email [office2@st-peters-caverswall.staffs.sch.uk](mailto:office2@st-peters-caverswall.staffs.sch.uk) to get in touch with a teacher when it is for a topic that can be covered through a quick chat or note.

The email will be forwarded to the relevant staff member.

The school’s policy is that staff will read and action any emails between 8:30am – 5pm Monday to Friday.

**Overview of Communication**

This table shows how we use each type of communication.

|  |  |  |
| --- | --- | --- |
| **Paper Communication** | **Emails / Electronic** | **Website** |
| Date list  Sport team events  School Journal  Welcome pack for new starters  Term dates (always in journal)  Snack slips  Breakfast / afterschool club contracts  Standon Bowers forms  Bikeability  Reports  Permission forms  Day to day updates (journal) | Absence emails  Weekly newsletters  Half termly newsletters  Trip letters  Afterschool sports clubs  Music lessons  Home project information  Behaviour letters  PTA events  Reminders – text messages  Parent surveys  Special menus  Finance communications  Class communications  School closure  1-1 Communications  School closure – snow, flood etc | Term dates  Policies  Safeguarding information  School prospectus  Newsletters  Curriculum information  Online safety information  Useful links  Governor information  Admissions criteria  Reports and finance documents  SEND information  Data information |
| **Face to face** | **Phone** | **Facebook** |
| Open door policy  Staff on the doors beginning and end of the day.  Parent teacher discussions  Parents evenings | Absences  Queries  Meal / dinner information | Weekly updates early years  Event updates Y1+  PTA events |

**Communication with Staff**

Staff are expected to read communications sent out in a range of forms and ask for clarity if necessary and give feedback if required in a timely manner