

LONDON BOROUGH OF HAVERING



ST. URSULA'S CATHOLIC PRIMARY SCHOOL

COMMUNICATION POLICY

"With God at the heart of our St Ursula's family, we welcome all as we learn and grow together"

Autumn 2026

At St Ursula's Catholic Primary School, we are fortunate to have a dedicated and supportive school community. Staff, governors, parents and carers recognise that the education of our pupils requires an excellent partnership between all these parties.

Good working relationships depend on clear communication. For these reasons we welcome and encourage parents and carers to participate fully in the life of our school. The purpose of this policy is to remind parents, carers and visitors about expectations around conduct and communication with the school.

1. Principles

- We aim for clear, timely and respectful two-way communication between home and school.
- We provide regular updates that share information and celebrate life in school.

2. How our school communicates with parents:

School website	Weekly Bulletin	Newsletters (Headteacher & Year Group)	Weekly learning Overview
Up to date information, policies and the digital school calendar.	Sent each Friday with important messages and key dates for each year group.	Termly Year group newsletters share information on curriculum coverage for the upcoming term. Monthly newsletter from Mr Ashburn celebrating life and learning around the school.	Sent each Friday with an overview of the learning planned for the following week.
Schoolcomms/Gateway - email	ClassDojo (NEW)	Phone	Text
Whole school letters and updates are shared via this platform.	App for class updates and whole school communications. (Being trialled in Autumn 26)	Used for individual conversations. Please keep your phone numbers and emergency contacts up to date.	Used occasionally for urgent messages that need to reach families quickly.
School calendar	Reports	Parents' Evenings	IEP/EHCP and Behaviour review meetings
All major events are planned a year in advance; key dates are shared at the start of each term and are available on the digital school calendar on the website.	Pupils receive progress and attainment reports three times a year: December — End of term report. March — End of term report. July — End of year report. Reports include updates on progress, attainment and effort, and provide curriculum targets.	Autumn and spring term parents' evenings for meetings with class teachers to discuss progress, attainment and effort. In the summer term we host a 'meet your teacher' afternoon where parents meet their child's new teacher and ask questions about the next academic year.	IEP reviews take place three times a year to discuss progress towards targets and set new targets. EHCPs are reviewed annually unless an interim review is requested. Parents/carers of pupils on behaviour communication cards or behaviour plans will meet regularly to review targets and next steps.

3. Response times for non-urgent communication

- Emails or phone calls will be acknowledged within **2 working days**.
- A full response, where appropriate, will be provided within **5 working days**.
- A full response for formal complaints, will be provided within **15 school days**. (Please refer to complaints Policy)
- Where a meeting is required, we aim to arrange it within **10 working days** (Please refer to point 5).

4. Urgent issues (family emergencies, safeguarding or welfare concerns)

- For urgent issues please phone the school on 01708 345200.
- To determine whether an immediate response is required you will be asked for details so the concern can be directed to the appropriate member of staff. Anything discussed will be kept strictly confidential.
- We will respond within 1 working day.
- Serious concerns will be passed to a senior member of staff immediately.

Note: welfare issues in this context relate to external professional involvement (police, social work, medical, etc.).

Minor matters (for example, a missing water bottle) are non-emergencies and will follow the non-urgent response timeline.

5. Meetings

- Not every issue requires a meeting and staff are not obliged to agree to a parent's request for a meeting without first establishing the reason.
- To request a meeting, email the school office with details. If the matter is a concern or complaint, please follow the school's complaints policy.
- The school provides substantial opportunities to discuss pupil progress through termly parents' evenings and written reports; requests for extra meetings to discuss routine progress will not be accepted. If a teacher has a significant concern about a pupil's progress they will contact the parent.
- If a meeting is deemed necessary, we aim to schedule it within 10 working days of the request.
- While teachers may sometimes be available at the start or end of the school day for urgent matters, their priority in the morning is to settle the class and begin teaching.

6. Who to contact

Remember to check the website first — much information is already published there.

I have a question about	Who you need to talk to
My child's learning / class activities / lessons / homework	Class teacher
My child's wellbeing/pastoral support	Class teacher / Home School Support Worker
Any SEND (Special Educational Needs/Disabilities) related query	Class teacher/ SENDCO (Mrs Butler)
Safeguarding	DSL (Mrs Claydon)
Bullying and behaviour	Class teacher (Who will escalate if needed)
Attendance and absence requests	School office – Attendance Officer
Payments	School office – Finance Officer
School trips	School office
Uniform / lost and found	School office / Teacher
Before and after school clubs	School office
School events / the school calendar	School office
School meals / catering queries	School office / Havering Catering
School Governing Body	School office

St Ursula's school policies are approved and electronically signed via our Governor Hub. If you require a signed paper copy please contact the school office.