Parent & Carer Communication Policy

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Our Mission Statement

Together we grow in faith, knowledge and love.

Together we show respect, kindness and confidence.

Together our community shines.

Our Mission Statement highlights the power of unity and shared values in fostering growth and positive relationships within a community. At St Anne's we work together with respect, kindness and confidence to truly make a difference. We aim to meet the needs of every child through a challenging, enriched curriculum. Providing a safe, secure and stimulating learning environment. We know when we come together our community thrives and shines

Contents

1. Introduction and aims

2. Roles and responsibilities

3. How we communicate with parents and carers.

4. How parents and carers can communicate with the school

5. Inclusion

6. Monitoring and review

7. Links with other policies

Appendix 1: school contact list

Appendix 2: Parental Conduct Leaflet

1. Introduction and aims

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

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

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Online Safety & internet acceptable use policy

- Working with other members of staff to make sure parents 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 8.30am - 3.30pm, 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.

Parents

Parents 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
- Responding 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 parental conduct leaflet - Appendix 2.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.30am -3.30pm, at weekends or during school holidays.

Communication will be sent to both parents/ carers holding legal parental responsibility, unless a court order dictates otherwise.

parents/carers (and staff) are not permitted to record phone calls or face-to-face meetings.

3. How we communicate with parents and carers

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

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email (via Arbor)

Staff members do not communicate directly with parents via their personal work email. All email communication should be through the school admin account.

We do send emails via Arbor to keep parents informed about the following things:

- Newsletter
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School forms surveys or consultations
- Class activities, clubs or teacher requests
- Trips

Arbor - notifications

We use Arbor to keep parents informed about the following things:

- Newsletter
- Upcoming school events

- Scheduled school closures (for example, for staff training days_
- School forms, surveys and consultations
- Class activities, clubs or teacher requests
- Trips

Text messages (via Arbor)

We will text parents about:

- Attendance monitoring
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

School calendar

Our school website, Arbor and newsletter includes events and academic dates for the school year.

Where possible, we try to give parents 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).

Phone calls

We use phone calls to:

- Monitor attendance
- Check the Welfare and well-being for families
- Speak regarding urgent concerns or worries
- Discuss pupils' performance (both positive and negative)

Urgent/ Emergency communication

In the event of an emergency or urgent situation such as school closure, lockdown, severe weather or critical incident we will send out a message via Arbor (in app and email). Phone lines will not be used during this time to communicate individually with parents.

Paper Letters

We do try to avoid sending paper letters where possible however sometimes send the following letters home:

- Letters about trips and visits
- Consent forms
- Attendance letters
- Health Care Plans
- ISP's
- Invites for meetings

Reading records

All pupils have a reading record. Within this record class based staff will update parents on their child's reading book and give prompts for parents to build on reading and phonic skills at home.

Home- School Communication Book

Some pupils may have a home-school communication book which is set up in agreement with individual parents.

Reports

Parents 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 Key Stage (KS) 1 and KS2 SATs tests
- A report on the phonics or times tables assessments

- Attainment information in Spring term

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Face to face - Meetings

We hold a parents' & carers' evening in the Autumn term. During these meetings, parents 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 to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs and or disability (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Parents should check the website before contacting the school.

Social Media Platforms - Twitter, Facebook, Instagram

We use our social media platforms
- To inform parents of events and information
- To celebrate events and experiences
- To share learning
- To raise awareness of school partners

Social media platforms won't be used as a two way communication with parents and members of the community. Communication may take place to alert a school partner and promote a company, events or charity.

Seesaw

Seesaw is a class based learning platform which is used as an online learning document for classes and individual children. Staff do set tasks for homework via Seesaw on occasions. Seesaw is carefully monitored by class based staff. There is a blogging platform used in

KS2 linked to the Computing curriculum.

Medical Tracker
We use MediTracker to record accidents and medication in school
Parents receive a notification via MediTracker to their email. This is sent to the first emergency contact for the child.

Wonde
Wonde is the online platform which is used to send holiday vouchers and meal vouchers for those eligible for Pupil Premium and Free school meals

4. How parents and carers can communicate with the school

Parents 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.

Email

Parents should only email school via the 'admin@' email account to:

- notify the office of attendance (if parents are unable to use the Arbor)
- to raise a question or concern
- to share positive feedback

We aim to acknowledge all emails within 1 working day. **We refrain from communicating with parents/ carers via email as tone can be miscommunicated**. We will arrange a meeting or phone call if appropriate within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Parents should not email staff members directly, this includes the Headteacher and Senior Leadership team. As a school we promote staff wellbeing and aim to help our staff find a suitable work-life balance.

Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should speak to a member of the office team who will pass on the message to the relevant staff member. The staff member will aim to respond on the same day where possible depending on the nature of the matter.

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 have spoken to the appropriate member of staff within 5 days of your request.

If the issue is urgent, the office team will speak to the relevant staff member and aim to return the phone call within the school day.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Meetings

If parents would like to schedule a meeting with a member of staff, they should contact the school office via phone or email (the appropriate email address - see appendix 1), or call the school to book an appointment. Meetings will take place during staff directed hours, time given to meetings will be shared with parents/ carers at the start of a meeting.

We try to schedule all meetings within 5 working days of the request.

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

Social Media

Parents should not use the school's social media platform as a form of communication with staff members. Parents should follow the above steps to communicate with staff. Any parent or member of the community felt to be abusing this form of communication will be blocked from accessing the school accounts.

5. Inclusion

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

Although our whole-school announcements and communications (such as email alerts and newsletters) are only available in English. We are able to adapt all communication to a pupils'/ families home language on request. We are also able to use Google Translate in meetings for clear verbal communication & if felt needed arrange an interpreter.

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 two years.

The policy will be approved by the governing board.

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 or call the school office on admin@st-annes-jun.manchester.sch.uk / 0161 740 5995

Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)

We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

I have a question about…	Who you need to talk to
My child's learning/class activities/lessons/homework	Your child's class teacher/ key worker
My child's wellbeing/pastoral support	Your child's class teacher/ Family support worker
Payments	School office
School trips	Your child's class teacher/ School office
Uniform/lost and found	School office

Attendance and absence requests	If you need to report your child's absence, call: 0161 740 5995, or log the absence via the Arbor. All absences are followed up with a phone call from the school office on the same day. If you want to request approval for term-time absence, contact admin@st-annes-jun.manchester.sch.uk
Bullying and behaviour	Your child's class teacher/ key stage lead
School events/the school calendar	School office
Special educational needs and disability (SEND)	Your child's class teacher or SENDCo
Before and after-school clubs	School office
Governing board	School office
Catering/meals	School office
Informal Complaints/ concerns	School office who then explore the appropriate person to speak to
Formal Complaints	Follow the school's complaints procedure found on the school website

Appendix 2:

WHAT ARE MY RESPONSIBILITIES AS A PARENT/CARER OR VISITOR TO ST ANNE'S RC PRIMARY SCHOOL?

At St Anne's RC Primary School, we are very fortunate to have a supportive and friendly parent body.

Our parents recognise that educating children is a process that involves partnership between parents, class teacher, church and the school and parish communities. As a partnership, our parents will understand the importance of a good working relationship, to equip children with the necessary skills for adulthood. For these reasons, we continue to welcome and encourage parents, carers and guardians to participate fully in the life of our school.

The purpose of this Code of Conduct is to provide a reminder to all parents, carers, and visitors to our school about their expected conduct. This is so we can continue to flourish, progress and achieve in an atmosphere of mutual understanding in the light of our mission statement where we work, learn and care together in God's love.

As well as following the guidance set out in our Home-School Agreement, we expect parents, carers and visitors to:

- Respect the Catholic ethos of our school.
- Understand that both teachers and parents need to work together for the benefit of their children.
- Demonstrate that **all** members of the school community should be treated with respect and therefore set a good example in their own speech and behaviour.
- Seek to clarify a child's version of events with the school's view in order to bring about a peaceful solution to any issue.
- Correct own child's behaviour, especially in public, where it could otherwise lead to conflict, aggressive behaviour or unsafe behaviour.
- Approach the school to help you resolve any issues of concern.
- Avoid using staff as threats to admonish children's behaviour.

In order to support a peaceful and safe school environment, the school cannot tolerate parents, carers and visitors exhibiting any of the following:

- Disruptive behaviour which interferes or threatens to interfere with the operation of a classroom, an employee's office, office area or any other area of the school grounds.
- Using loud or offensive language, swearing, cursing, using profane language or displaying temper.
- Threatening to do actual bodily harm to a member of school staff, visitor, fellow parent/carer or student regardless of whether or not the behaviour constitutes a criminal offence.
- The use of any threatening or intimidating behaviour.
- Damaging or destroying school property.
- Abusive or threatening e-mails or text/voicemail/phone messages or other written communication.
- Defamation of the school's or staff character in the public domain, on Facebook or other social media sites.

- The use of physical aggression towards another adult or child. This includes physical punishment against your own child on school premises.
- Approaching someone else's child in order to discuss or chastise them because of their actions towards their own child. (Such an approach to a child may be seen to be an assault on that child and may have legal consequences).
- Smoking and consumption of alcohol or other drugs.
- Cycling on school premises.
- Dogs being brought on to school premises

Should any of the above behaviour occur on school premises, the school may feel it necessary to contact the appropriate authorities and, if necessary, to ban the offending adult from the school grounds. we trust that parents/carers/visitors will assist our school with the implementation of this policy and we thank you for your continuing support.