



Ash, Cartwright & Kelsey Church of
England Primary School (Aided)

School communication policy

Lead Governor: Chair of Governors
Lead member of staff: Head teacher

Date approved: September 2026

Review Date: September 2028

Vision Statement

Our Christian vision guides our journey to provide a rich, well-rounded education enabling all to become the very best that God intended. We treat adults and pupils with love and dignity in a space where Christian values are developed and everyone can flourish.

Friendship Joy Community Forgiveness Perseverance
Creation

This set of values is reflected in all our policies.

Introduction

Good communication is much more than the exchange of information. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated. Communication includes not only the message but also how that message is communicated. Good communication promotes partnership.

Aim

To ensure that Ash Cartwright and Kelsey Primary School is a thriving and successful school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives

All communications at Ash Cartwright and Kelsey school should:

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English and be easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies and procedures.
- Be compatible with our core values and School Improvement & Development Plan.

Responsibilities

This section details the responsibilities of the different groups within the school.

SLT

- To ensure information is made available to staff in a timely manner and via appropriate channels, where practicable face to face.
- To ensure that staff have the relevant information available to communicate with colleagues effectively.
- To maintain open channels of two-way communication and to listen to feedback and comment from all staff.
- To keep governors informed of developments and concerns.

All staff

- To communicate regularly with each other, preferably face to face or via school email, to ensure information is available and understood within the context of the classroom and working environment.
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work within the school.
- To use open channels of two-way communication to keep the leadership team and colleagues informed.
- To check the Diary each week.
- To ensure that school emails are checked at least once a day and responded to if necessary. Any communication which is important and needs to be actioned within 24 hours will be communicated in person.

Governors

- To use school email when communicating between governors or with the school.
- To ensure the posting of minutes of meetings or other paperwork is timely (within 2 weeks of the monitoring visit) and on Governor Hub

Internal methods of communication

- Teams (Office 365) will be used as an internal way for communication
- E-mail is a quick, effective way of communicating information however it should not replace face to face meetings where an in depth discussion is required.
- An integrated programme of meetings to facilitate involvement of staff both formal and informal: e.g. teachers' meetings, teaching assistant meetings, Office meetings, whole staff meetings
- All formal meetings (staff and FGB) should be structured and minuted and members invited to contribute to the agenda.
- Whole Staff meetings take place twice a month. The SENCo leads the TA meetings.
- The whiteboard in the staffroom is used for day to day notices.
- ALL letters must be seen by a member of SLT before going out and a copy should be sent to the office for distribution (and for the website where required). If the letter has errors in, then it will be sent back to the teacher to correct.
- The schools uses School Comms to communicate with parents by text or e-mail.
- Urgent messages for parents/carers will be sent by email or a phonecall as early as possible and followed up by the office staff to ensure receipt

External methods of communication

Schools have many lines of communication to maintain:

With parents and carers, other schools, the community and with outside agencies.

Our aim is to have clear and effective communications with all parents and the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life.

This reinforces the important role that parents play in supporting school.

Whilst staff will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents should always be addressed in an appropriate manner. Teaching staff will not accept friendship requests from parents on social media.

We will try to make written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of discrimination. We wish to recognise and celebrate the contributions to our society by all cultural groups represented in our school.

Communications with Parents/Carers

Letters: During term time and within the working week (Monday to Friday or part week where staff are part time). Staff will respond to parents' letters requiring an answer within 48 hours (2 school days) to acknowledge receipt of the communication. Up to a further 5 school days can be granted where further investigation of the matter is required. Any letter of complaint must be passed to the Head Teacher immediately. Letters to parents must be approved by the Head Teacher before they are sent. Copies of all correspondence to individual parents will be placed in pupil files. A copy of general letters will be placed in letters to parents' folder in the school office.

E-mail/Text: The school uses School Comms as an e-mail/text system to communicate with parents. Any communication that needs to be sent to parents using this system must be approved by the Head Teacher and go via the School Office using school/work emails.

If a parent communicates with the school using email with a complaint or a matter that requires an action, a copy should be printed & filed. Staff should forward relevant emails from parents to the Head Teacher and should always do so if the content is a complaint.

During term time and within the working week (Monday to Friday or part week where staff are part time) all e-mails requiring an answer should be responded to within 48 hours (2 school days) to acknowledge receipt of the communication. Up to a further 5 school days can be granted where further investigation of the matter is required. Stakeholders should not expect staff to respond to their communication outside of core school hours 8:30am - 3:30pm, or during weekends or school holidays. Staff can activate 'out of hours' response to manage expectations out of core school hours.

If a parent wishes to contact a teacher or member of staff via email then the school account should be used to ensure regulations are being adhered to.

E-mail communications concerning a child are kept for the academic year in emails. For evidence trailing a copy should be printed.

Telephone calls: Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

Social Media Sites/Blogs: Staff are advised not to communicate with parents via personal social networking sites or accept them as "friends". Where a relationship between two people existed before one became a member of the school staff team, we ask that this is declared to the Headteacher. Confidentiality is covered during interviews for all paid and voluntary roles in school. We have written guidance for school staff who are also parents of children in school.

Staff will not accept pupils or ex-pupils as “friends”.

Written Reports: Twice a year, we provide a written report to each child’s parents on their progress. These reports identify areas of strength and areas for future development.

Newsletters: Newsletters are written and e-mailed every week. If a parent has not signed up for Schools Comms then a hard copy can be sent in the child’s book bag.

School Website: The school website provides an opportunity to share information about the school and is an opportunity to promote the school to a wider audience.

Home-School Communication:

- The weekly school newsletter is e-mailed out through School Comms & posted on the school website. The HT will keep the school Facebook group updated via a Headteacher profile. Teachers will send out a termly newsletter to parents during the first week of a new term.
- Parents/carers will be texted or phoned if there is an unexpected cancellation of a club
- Occasionally a questionnaire is sent out to parents and the results are analysed & used to improve the school.

In addition, parents may meet their child’s teacher/s at least twice during the year during a shared learning session where books and learning can be viewed and after the main annual reports (Summer Term)

We encourage parents to contact the school if any issues arise regarding their child’s progress or well-being between these occasions. Please do not wait for the termly meetings to discuss any concerns.

When children have particular education needs, or if they are making less than expected progress, parents will be invited to meet with their child’s teacher more regularly. We will also make reasonable adjustments to our arrangements if this will enable a parent with a disability to participate fully in a meeting at our school, or to receive and understand communication.