

COMMUNICATION POLICY
Nayland Primary School
Spring 2025

Introduction Nayland Primary School believes 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

School's roles and responsibilities

Headteacher The headteacher is responsible for:

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

Staff All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and 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 (9am – 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.

Nayland Primary School's Acceptable Use Policy can be found on the school website:
naylandschool.com

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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Parents should not expect staff to respond to their communication outside of core school hours (9am- 3.30pm), or during school holidays.

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- Parentmail/Class email We use email (sent via Parentmail or class/head email address) to keep parents informed about the following things:

- o Weekly newsletter (sent on a Thursday)
- o Upcoming school events
- o Scheduled school closures (for example, for staff training days)
- o School surveys or consultations
- o Education trips or teacher requests
- o Key information regarding the curriculum, including online safety, themed weeks etc

Text messages We will rarely text parents about:

- o Very short-notice changes to the school day (e.g. a late return from a residential)
- o Emergency school closures (for instance, due to bad weather)

Phone calls When we want to reach you quickly we may call regarding:

- o To report that your child is unwell/ has been hurt/ medical questions
- o When we have been unable to get hold of you via email
- o Let you know about issues regarding only your child e.g. behaviour, attainment, change of pick up time etc.

Letters We send the following letters to parents:

- o Letters about trips and visits
- o Consent forms
- o Attendance concerns

Reports Parents receive reports from the school about their child's learning, including:

- o An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- o Interim Reports in Autumn and Spring term
- o A report on KS2 SATs tests- this could be part of the end-of-year report

- Phonics screening result at the end of Year 1 and part of the end of year report
- Year 4 Multiplication check

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

- We hold two parent consultation periods during the academic year. 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

School website Parents should check the website before contacting the school. Key information about the school is posted on our website, including:

- School times and term dates
- Curriculum information
- Important policies and procedures
- Important contact information

School App (Piota) Our school app is used to share information quickly as well as to celebrate:

- Messages about changes to the end of school arrangements/ School closure/ Educational visit running late etc
- General updates on class learning (via the class areas on the app)
- Celebrating individual, group and class successes
- Informing parents about curriculum weeks or wow days

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 always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) on an agreed day. If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Phone calls If parents need to speak to a specific member of staff about a non-urgent matter, they should email the class email and the relevant member of staff will contact them. If this is not possible (due to teaching or other commitments), someone will

schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff as soon as possible depending on their teaching commitment and working hours.

Parents can report absence by leaving a message on the school answering machine. If the issue is urgent, parents should call the school office.

Meetings If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment. 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/email to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

School App (Piota) The school app can be used to report your child's absence or update your contact details.

Inclusion It is important to us that everyone in our community can communicate easily with the school. Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls
- We can make additional arrangements if necessary. Please contact the school office to discuss these.

Reviewing the policy: The school will review this policy each year.

Date 15.9.25

To be Reviewed autumn 2026

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 the most appropriate address
- Include your child's name in the subject line

Remember: check our website and app 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 teacher
My child's wellbeing/pastoral support	Your child's teacher
Payments	School office
School trips	Your child's teacher
Uniform/lost and found	Your child's teacher
Attendance and absence requests	If you need to report your child's absence, call: 01206 262348 or report on the Piota app
Bullying and behaviour	Your child's teacher
School events/the school calendar	School office
Special educational needs (SEN)	SENDCO
Governing board	governors@nayland.suffolk.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.