



St. Luke's C of E Primary School Communication Policy

Agreed by the Governing Board: October 2021
Next review: September 2023

1. Introduction and aims

At St. Luke's School we have 10 distinct and clear values that guide us in all that we do and they are:

**Courage Enthusiasm Excellence Fairness Honesty
Kindness Partnership Respect Responsibility Safety**

We would hope to ensure that we conduct all forms of communication in line with our school values and we would in turn kindly request that all stakeholders in return, offer the same.

We believe that clear, open communication between the school and parents/carers has a positive impact on children's 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 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 is reasonably possible.

In the following sections, we will use 'parents' to refer to both parents and carers and 'headteacher' to refer to Executive Headteacher or Head of School.

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Regularly reviewing this policy.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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)
- Reflecting the school's values in all forms of communication.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is in line with the school's values.
- Making every reasonable effort to address communications only 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 to stay up to date.

- Demonstrating an understanding that staff may not always respond promptly to communication for example when it is outside of their individual working hours or when the children are on site.

3. How we communicate with parents and carers

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

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices for texts and phone calls.

3.1 Email

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

- To share the weekly whole school newsletter
- To share the half termly class newsletter and homework by the end of the first week of each half term
- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their child
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 Text messages

We will text parents about:

- A recently sent email
- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather)
- General information sharing

3.3 School calendar

Our website includes a school calendar for the current academic year and the following academic year

We also publish a more detailed 'Parent Calendar' for the current academic year and this details any events or special occasions (including nonuniform days, special assemblies or school events).

3.4 Phone calls

Phone calls can be initiated by both school and parents.

We will phone parents to inform about:

- To share good news about a child.
- Short-notice changes to the school day or normal routine.
- To notify of an illness, accident or incident.

3.5 Letters

We try to include as much communication as possible in the weekly whole school newsletter however there will be occasions where there is a need to communicate with only one year group or a whole school matter more urgently. We will do this either by Email or by letter. We send the following letters home when required:

- Letters about trips and visits with consent forms.
- Medical consent forms/permissions.

3.6 Home-School communication books

Home-school communication books are used in certain circumstances when the needs of a child require one and this is agreed with a member of the Senior Leadership Team.

3.7 Reports

We report to parents annually and this is sent in the second half of the Summer term each year.

3.8 Parent consultations

Teachers meet with parents three times a year, once per term.

The school may also contact parents to arrange meetings between parents' consultations if there are concerns about a child's achievement, progress, or wellbeing.

3.9 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.

3.10 Class Dojos

Some classes will use this app. to communicate with parents about children's work in school and share any updates from class. This is a two-way form of communication and we hope that everyone upholds the school values as with any other form of communication listed in this policy.

4. How parents and carers can communicate with the school

We would hope that the majority of questions and queries can be addressed in person either at morning drop off or afternoon pick up.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance that have not been addressed in person.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

The school will make every endeavour to respond to an email within 2 working days although flexibility will need to be observed where the member of staff works part time.

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you as promptly as possible. Please use: admin@st-lukes.towerhamlets.sch.uk

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please call the school office.

4.3 Meetings

We kindly ask that parents observe that rarely will we be able to meet with no notice due to other pre planned commitments.

If you would like to schedule a meeting with a member of staff, please email the staff member directly or the admin@st-lukes.towerhamlets.sch.uk and we will seek to arrange a mutually convenient time as swiftly as we can.

Annual review meetings are scheduled by the SENCO.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school. Please help us to understand any additional needs that you may have so that we can plan accordingly.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy regularly. The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Acceptable Use Policy
- Complaints Procedure