



## Communication Policy

### Version Control

Review cycle: 3 year basis or in the light of any relevant legislative changes or updated guidance

Next Review Date: Spring Term 2028

School Version	Date Amended	Amends/Actions	Date Adopted
Spring 2022	05/02/2025	Applied style formatting and front cover	Spring Term 2025

# 1. 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 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

The Headteacher is responsible for:

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

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 not** respond to communications outside of school hours, or their working hours (if they work part-time), or during school holidays.

Parents are responsible for:

- Ensuring that school has up to date contact details (phone/email)
- 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

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct.

# 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.

### **3.1 Parent App Notifications**

We use the app 'Parent App' to keep parents informed, this will be in the form of push notifications and emails, about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Weekly newsletters
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **3.2 School calendar**

Our school website includes a full school calendar for the half-term ahead.

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).

### **3.3 Phone calls**

School staff call parents regularly regarding the following matters:

- To discuss pupils' performance both academic and behaviour (both positive and negative)
- First Day Response if a child is absent from school and not notification for reason has been given by parent
- If a child needs to go home for any reason including illness
- Overdue payments

All phone calls are recorded for training and monitoring purposes.

### **3.4 Letters**

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Attendance letters

Where we can these will be sent electronically via our parent app and displayed on the school website.

### **3.5 Emails**

School may email parents regarding attendance.

Our Welfare Officer may email parents regarding their child.

### **3.6 Homework**

Homework is sent home weekly on a Friday, this is sent via the Seesaw Home-Learning app. Children are expected to respond to this using the app. Paper copies can be sent home on request.

### 3.7 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 KS1 and KS2 SATs tests
- A report on the results of public examinations

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

### 3.8 Meetings

We hold 2 parents' evening(s) per year, typically in the Autumn and Spring 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### 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.

## 4. How parents and carers can communicate with the school

### 4.1 Email

Parents should always email the school, [greenbank-ao@greenbank.liverpoolsch.uk](mailto:greenbank-ao@greenbank.liverpoolsch.uk), about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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

### 4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school, [greenbank-ao@greenbank.liverpool.sch.uk](mailto:greenbank-ao@greenbank.liverpool.sch.uk), and the relevant member of staff will contact you within 2 working days.

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 within 5 days of your request.

If your issue is urgent, please call the school office 0151 522 5748.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

All phone calls are recorded for training and monitoring purposes.

#### **4.3 Meetings**

If you would like to schedule a meeting with a member of staff, please email the following address [greenbank-ao@greenbank.liverpool.sch.uk](mailto:greenbank-ao@greenbank.liverpool.sch.uk) or call the school to book an appointment.

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 you need to speak to them urgently, we recommend you book appointments to discuss:

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

### **5. Inclusion**

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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.

### **6. Links with other policies**

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints

### **7. Monitoring and Review**

The headteacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the governing board.