



# St Egwin's C.E Middle School Communications Policy

**LOVE RESPECT ENDEAVOUR**

*Anxiety weighs down the heart, but a kind word cheers it up.*

*Proverbs 12:25*

Approved July 2023

Next Review July 2026

Headteacher

Chair of Governors

## 1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on students' 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 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.
- Supporting wellbeing of St Egwin's staff.
- 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 staff understand expectations surrounding communication.
- Regularly reviewing 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 if required to obtain the necessary information for parents.
- Ensuring that wellbeing concerns around communication are raised with line managers.

### Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful.
- 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.

### Pupils

Pupils are responsible for:

- Ensuring that communication with the school community is always respectful.
- Using the relevant school communication systems in a timely manner.

### 3. Reasonable, professional, and timely communication

The wellbeing of staff is a priority for the school. We do not mandate working hours outside of the normal hours of work as we appreciate that the individual situation of each member of staff will vary.

Staff will communicate in the most appropriate format and will do so in a courteous and timely manner. St Egwin's staff are expected to:

- Always display professional courtesy in communication.
- We will try our best to respond to parent communications within 3 working days. Every reasonable effort will be made to respond in the quickest time. This will often be on the same working day that the communication is received but all members of the school community must understand and appreciate that this is not always possible.
- 

Parents are extremely supportive of the school and this relationship forms a key part of our success. Staff work extremely hard therefore it is important that parents are clear about our requirements, which are listed below:

Parents wishing to contact the school should use the table on the next page which lists who to contact for a concern or question. To email a specific member of staff you need to use their first initial followed by their surname. For example, Matthew Holland would be [mholland@st-egwins.worcs.sch.uk](mailto:mholland@st-egwins.worcs.sch.uk). If you are unsure of who to contact, please phone the school office on 01386446924 or email [admin@st-egwins.worcs.sch.uk](mailto:admin@st-egwins.worcs.sch.uk).

- It is important that parents understand that meetings are arranged in advance with staff. This is because staff are extremely busy and will be involved in a one of their range of jobs. It is also because we want meetings to be productive therefore prepared in advance and with the appropriate time and space to do this.
- If a parent does attend the school site without an appointment, then it is extremely likely that they will instead be asked to make an appointment and will not be seen at that time.
- In the event of an emergency, such as urgent safeguarding, we will do all that we can to ensure that we accommodate requests.
- Parents must be courteous in their communication with all members of the school community.
- If a parent is in breach of this, in the first instance we will explain why their communication is in breach and will identify with the parent how this can be rectified. If this does not bring about the required change then the parent will be prevented from communicating with the member of staff and instead will communicate with a nominated member of the SLT or senior member of staff.
- St Egwin's reserves the right to cease communication with a parent and ban from our premises in the most extreme cases.
- Some examples of how parents will be in breach of the school's reasonable expectations with communication would be for instance if they:

Use offensive or threatening communication, breach of equalities, use libellous, insulting, or defamatory comments or they place unreasonable demands with communication on staff.

## Who should I contact?

The table below is not exhaustive, but we hope will help signpost you to the correct member of staff.

The main school telephone is 01386446924. Our address is Worcester Road, Evesham, Worcestershire WR11 4JU. The main school email is [admin@st-egwins.worcs.sch.uk](mailto:admin@st-egwins.worcs.sch.uk) Our website address is [www.st-egwins.worcs.sch.uk](http://www.st-egwins.worcs.sch.uk)

To email a specific member of staff you need to use their first initial followed by their surname. For example, Matthew Holland would be [mholland@st-egwins.worcs.sch.uk](mailto:mholland@st-egwins.worcs.sch.uk)

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO COMMUNICATE WITH
General enquires	Reception
Lessons or homework	Subject teacher
Wellbeing/pastoral support	Form Tutor or Pastoral Leader*
Payments	School Finance
Uniform/lost and found	Reception
Absence	Reception
Bullying/behaviour	Pastoral Leader*
School events/the school calendar	School Business Manager
Special educational needs	SENDCO
Clubs, trips and activities	Member of staff running the activity
Hiring the school premises	School Business Manager
The governing board	Clerk to the Governing Body
Catering/meals/transport	School Business Manager
Safeguarding	Designated Safeguarding Lead or in their absence a member of the safeguarding team**

\* Pastoral team for Year 6 is Mr Jordan and Mrs Hoskins. The Year 7/8 team is Mr Langley, Mrs Croft and Mr Clabbon.

\*\* The DSL is Mrs Sage. Deputy DSL's are Mr Langley, Mrs Coats, Mrs Croft, Mrs Hoskins and Mr Jordan.

## 4. How we communicate with parents

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

### **Our main source of communication is through email or Edulink:**

We will use Email or Edulink typically to inform parents about:

- Showing student timetables, set homework, show achievement points and show behaviour points (Edulink).
- Sharing information specific to a class or teacher.
- Trying to arrange a telephone or face to face meeting.
- Responding to a routine email enquiry.
- Upcoming school events.
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or teacher requests.

### **Phone calls**

We will use telephone calls typically to:

- Clarify absence.
- Discuss concerns.
- Set up a face-to-face meeting.
- Discuss a concern that has been raised that cannot best be resolved through email.

### **Letters**

Whilst typically we use ParentPay, there may be occasions where we might send a letter home. These could include:

- If a parent requests a letter rather than using ParentPay.
- Where we may need to send a paper copy of something relevant.
- Where a partner agency has asked us to send a paper copy of something relevant.

### **Newsletters**

Newsletters are sent electronically on a regular cycle. Paper copies are available upon request. Newsletters are typically used to:

- Update parents on key information.
- Share news about future school developments.
- Celebrate achievements of the school and members of the school community.

### **Reports and Progress Checks**

Parents receive reports from the school about their child's learning in two main formats. Reports are the comprehensive summaries of your child's performance towards the end of the academic year. Progress checks are overviews of your child's progress and attitudes to learning.

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

## Meetings

Parents Evenings are conducted to give bespoke information about the progress of your child through a formal consultation. Parents book their appointments in advance using the booking system. These can be followed up by face-to-face meetings or phone calls if it is felt that additional time is required.

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 (SEND), or who have other additional needs, may also be invited 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.

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

### Email

Parents should always email the school, or the appropriate member of staff, in the first instance.

If a query or concern is urgent, and you would like a response sooner than this, please call the reception and inform us of your concern so that it can be passed to the relevant member of staff.

### Phone calls

For general enquiries, please call reception.

If your issue is urgent, please ensure you explain this to the receptionist. Urgent issues might include things like family emergencies, safeguarding or welfare issues.

### Meetings

If a member of staff has scheduled a face-to-face meeting with you, they will make every effort to do this in a time and place that is mutually convenient for both parties. If you would like any special arrangements for the meeting do, please give us as much notice as possible so that we can facilitate this.

## 6. Inclusion

It is important to us that everyone in our community can communicate easily with the school. We can make additional arrangements if necessary. Please contact the school office to discuss these.

## **7. Monitoring and review**

The Headteacher monitors the implementation of this policy and will review the policy every 3 years, or sooner if a n important learning episode occurs. The policy will be approved by the governing board.

## **8. Links with other policies**

The policy should be read alongside our policies on:

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

## **9. Complaints**

Complaints about this, or any policy, should be resolved through the St Egwin's Concerns and Complaints Policy.