



St Mary's CE First Academy

Belief~ Respect ~Friendship

We love and value each member of St. Mary's family as precious individuals. Our outward-looking curriculum enables everyone to embrace life in all its fullness while celebrating the everyday and the unique. Through our Christian values of belief, respect and friendship we: 'Shine as a Light in the World'.

Parent Communication Policy 2026

Review Date: March 2029 (Every 3 Years)

Reviewed By: Headteacher

Introduction

Positive communication is an essential element of the aims and vision of St Mary's. This enables our children and families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and collected from school as well as by email, telephone and other electronic communication.

Aim

To ensure that St Mary's is a thriving and successful school, we must communicate effectively and respectfully with each other, with our children, with their families and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical and professional. We try to make our written communications as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination recognising and celebrating the contributions made to our society by all the cultural groups represented in our academy. We also aim to communicate respectfully whether verbally or in written form and avoid language which may be misconstrued - particularly when given in written form.

Contact details

The school holds emergency contact details for all children on our central system of BromCom. Families are expected to inform the school immediately if contact information needs to be revised/updated. Depending on the nature of the information being shared, the school will use the most practicable means to contact families.

Communicating the school's values to pupils

This is done through:

- modelling respectful and supportive relationships between all adults in the academy community;
- treating all children with respect and warmth;

- using positive language to emphasise and praise desired behaviour rather than focus on negative behaviour;
- teaching an emotional vocabulary so that children develop the language skills to help them recognise and understand their own and others' feelings;
- teaching social skills of sharing, turn-taking, listening, giving and receiving compliments, giving and receiving criticism:
- using social problem-solving structures such as circle time to give a framework for resolving difficulties constructively;
- using playtimes, clubs and educational visits as opportunities to extend social skills and develop independence and responsibility.
- giving pupils leadership opportunities i.e., buddies, monitors

Communications with Families

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch or after school. Teaching staff will aim to return contact within

3 days of the request being made via telephone, email and/or other electronic communication.

If a meeting is deemed necessary or appropriate, staff will aim to arrange this within **5 school days**. If the school feels that more than one member of staff is needed to attend the requested meeting, school reserve the right to exceed this number of days.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families. All response times are indicated in the following paragraphs, where extensions are needed the family will be updated with an expected response time.

Each morning on the playgrounds there are adults that you can speak to. These adults are there to help bring children into school, take messages and listen to any concerns. The school office is manned from 815am every day.

Emails and Electronic Information

We send messages and email letters to families. Not only is this more environmentally friendly as it decreases paper usage, it also reduces photocopying and other costs in the school. Families must provide us with a valid email address.

Families are permitted to use e-mail as a means of providing a quick, effective way of communicating information about their child or to arrange a meeting with their teacher. Staff emails are shared with families. Families are reminded that teachers are teaching and their priority is being with the children. They are actively discouraged from checking emails during the school day, therefore requests which require immediate or quick action should be communicated via the school office.

All electronic communication requiring an answer should be responded to **within three days**. Staff are not expected to, and are discouraged from, checking and responding to electronic communications outside of the hours stated. However, staff are encouraged to work flexibly and respond to this type of communication in a way that suits them to balance their working hours and likewise staff do not expect families to read, respond or action emails outside hours that suit them.

Home/School Communication

We send a regular newsletter to parents and carers. It contains general details of academy events and activities. Class Dojo is used for both whole academy and individual class updates. Relevant information is posted on our website to keep all stakeholders informed. Parents receive a calendar with key dates for the forthcoming term. Children have a reading diary. This enables parents and carers to record a wide range of books that they have shared with the teacher.

Telephone calls

Inbound

All telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call unless it is an emergency. Messages are taken and forwarded to the relevant person. If the call requires a response from a teaching member of staff, we aim to do this **within three days**. Very often a member of the office staff can relay a response to the family.

Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for illness or injuries. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers where possible.

Written Reports

Once a year, we provide a full written progress report to each child's family. This report identifies areas of strength and next steps. We also send home a target card in the Spring Term to update parents on progress.

Parent Consultations

All families are provided with two, 10-minute meetings each academic year. Families are asked to book a single appointment for an allocated date and time and to attend together. Should there be exceptional circumstances that mean you cannot attend, your child's class teacher will offer one further appointment to the family. This could be in the form of a telephone conversation.

Families are welcome to request additional meetings should they have further concerns regarding their child's progress or well-being throughout the year.

Meet the teacher

We arrange meet the teacher days in July for new classes and two parent consultation meetings and a drop-in evening each year.

Annual Reviews for Children with an Education, Health and Care Plan

All children with an Education, Health and Care Plan will have an Annual Review each academic year to discuss their progress in relation to the aims and objectives of their plan and termly review meetings are held to ensure provision and support is appropriate.

Support Plans

Children on the Special Educational Needs Register have an updated Support Plan every term which is provided to families. Each Plan offers practical advice to families on how they can work with school staff to support their child in achieving targets to assist the child's progress.

School Website / Facebook

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

Complaints

All formal letters of complaint will be dealt with in accordance with the school's separate Complaints Policy.

Requests for Information

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.



Signed: Date: January 2026