



Hambrook Primary School

Communication Policy

Ratified by the Governing Body on:	Date: May 2025
Date for review:	Date: May 2029

Introduction and aims

At Hambrook Primary School we are very proud and fortunate to have a dedicated and supportive school community. Staff, governors and parents/carers/carers all recognise that the education of our children is a partnership between us.

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

Roles and responsibilities

Headteacher

The headteacher is responsible for:

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

Staff

All staff are responsible for:

- Responding to communication from parents/carers in line with this policy and the school's ICT and internet acceptable use policy

Staff will respond to communication during core school hours or their working hours (if they work part-time). No communication will be responded to during school holidays, weekends or on bank holidays.

Parents/carers

Parents/carers 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
- Responding 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. If communication is received that breaks the parent code of conduct the communication will not be responded to.

Parents/carers should **not** expect staff to respond to their communication outside of core school hours or during school holidays.

How we communicate with parents/carers and carers

The sections below explain how we keep parents/carers up to date with their child's education and what is happening in school.

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

Email

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

- Upcoming school events

- Scheduled school closures (for example, for staff training days)
- Class activities or teacher requests
- School trips
- Sending home curriculum maps/learning updates
- To respond to parents/carers

Arbor In-app messages

We will text parents/carers about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Incidents in school requiring First Aid e.g a bump to the head

School calendar and Newsletter

Our Website and termly Newsletter includes a full school calendar for the upcoming events and term dates.

Reports

Parents/carers receive an annual school report 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 statutory test outcomes e.g. KS2 SATs

Parents Evenings'/ Meetings

Parents Evening

We hold two parents' evenings per year, one in the Autumn Term and one in the Winter/Spring Term. During these meetings parents/carers will be provided with a written parents/carers evening form sharing the following information:

- Child's academic levels in Reading, Writing and Mathematics
- Targets for Reading, Writing and Mathematics that parents/carers can support at home
- Child's behaviour, attendance, effort, concentration, relationships with others, presentation of work and personal independence updates (pupils in EYFS will receive adjusted updates based on their progress through the Early Years Curriculum).
- Interventions the child is involved in

Parents/carers will have the opportunity to ask any questions they have with their child's class teacher.

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

Each family is offered two 10-minute appointments per academic year. Families are asked to book a single appointment per child for the allocated date and time and to attend together.

In exceptional circumstances where attendance is not possible, the class teacher will offer one alternative appointment. Please note that only one appointment is available per child.

My Support Plan Meetings

Pupils who have a Support Plan at Hambrook will not attend Parents Evening appointments. Instead, parents/carers will be invited to an extended meeting called a My Support Plan Meeting. During this meeting the class teacher will combine parents/carers evening and a review of a pupils Support Plan. Our SENDCo or Inclusion Lead may also attend these meetings. My Support Plan Meetings happen three times a year.

Reviewing your child's books

Three times a year parents/carers are warmly welcomed into school to sit with their child and look through their school books. These dates are published at the start of each academic year.

Welcome to the Classroom Meeting

During Term 1 all parents/carers are invited to attend a Welcome to the Classroom Meeting. This is a meeting run by the Class Teacher and shares:

- Introduces the class teacher and staff working in the classroom
- Learning and curriculum for the year ahead
- Weekly timetable
- Homework expectations
- How parents/carers can support learning at home
- How to best communicate with the class teacher

Stay and Read/Stay and Calculate

Each year Hambrook runs a number of 'Stay and' events. These are regular opportunities for parents/carers to come into school during the school day and see your child learning in action. These dates are published at the start of each academic year.

School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Policies and procedures
- Information about before and after-school provision

Parents/carers should check the website before contacting the school.

Social Media

The school has its own [Facebook](#) and [Twitter](#) account which we use to share regular updates of our children's learning.

Tapestry

Our Reception Class parents/carers will all be given a Tapestry login when they join our school. Adults in the Reception Class use Tapestry to communicate updates, key messages and important updates as well as weekly learning for children in our Reception Class.

Estranged/Separated parents/carers

To ensure consistency of message, all parents/carers (unless there is a court order to the contrary) will be invited to attend school events and sent the same school communication. Unless there is a court order in place, Hambrook will only provide one parents/carers evening slot for parents/carers, our expectation is that separated parents/carers will agree a suitable time/date amongst themselves.

[How parents/carers can communicate with the school](#)

Email

Parents/carers are encouraged to email the school and mark this FAO the staff member they wish to communicate with. Parents/carers should use the list in **Appendix 1** to identify the most appropriate person to contact about a query or issue. At Hambrook Primary School we aim to respond to all emails within 5 working days. Emails will be responded to in order of priority which may mean at busy times it takes longer to reply to your message.

If parents/carers contact school via email to arrange a meeting we ask that all parents/carers summarise the reason for the request for the meeting. If parents/carers are not able to provide a reason for the meeting we will unfortunately not be able to provide a meeting.

All email communication is sent through our office email office@hambrookprimary.org.uk and will be responded to from this email address.

Phone calls

Where possible we recommended parents/carers direct questions/queries to school by email. Due to the nature of the role of teaching, all of our staff are teaching all day and often run clubs/attend meetings after school. Phone calls can be challenging to arrange within staff's working days. If parents/carers ask for a phone call from a staff member they will be asked to summarise the reason for the call, this ensures that the staff member is prepared for the call. If parents/carers are not able to provide a reason for the call we will unfortunately not be able to provide a phone call. We aim to provide a return phone call within 7 working days.

We ask that parents/carers follow **Appendix 1** to ensure they are speaking to the correct member of our team.

Meetings

If parents/carers would like to schedule a meeting with a member of staff, they should email or speak to a class teacher at the end of the day to arrange a suitable time and date. To ensure staff are prepared for the meeting a reason for the meeting will be required. If parents/carers are not able to provide a reason for the meeting we will unfortunately not be able to provide a meeting.

We try to schedule all meetings within 7 working days of the request.

Informal meetings/discussions with class teachers

Class teachers are available every day after school in the playground for parents/carers to have informal discussion and ask any questions they may have. We encourage parents/carers to approach staff to speak to them.

Messages to be shared with Class Teachers

If a non-urgent message is required to be delivered to class teachers or office staff such as a change in pickup arrangements or a change of lunch provision, we request that this is sent via email. This makes it easier to share with the relevant staff members and gives us a written record of requests to refer to.

Informal meetings/discussions with SLT/SEND Team

A member of SLT is on gate duty each morning. A member of the SEND Team is on morning gate duty three times a week. If parents/carers have any informal discussions or questions for a member of SLT or the SEND Team they are asked to approach the staff member on the gate.

Appendix 1: school contact list

Who should I contact?

At Hambrook, we are committed to helping parents/carers get the answers they need as quickly and effectively as possible. To ensure this, all questions or concerns **must first be directed** to the appropriate staff member listed below.

Only after this first step has been taken and the concern remains unresolved should parents/carers contact a member of the Senior Leadership Team (SLT).

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	Class Teacher or Family Link Worker
Family support	Family Link Worker
Payments	School Office Staff
School trips	Class Teacher
Uniform/lost and found	School Office Staff
Attendance and absence requests	If you need to report your child's absence, call our absence line on 0117 9568933 or email office@hambrookprimary.org.uk If you want to request approval for term-time absence, please address this to the Headteacher in writing a minimum two weeks before the absence.
Bullying and behaviour	Class Teacher
School events/the school calendar	School Office Staff
Special educational needs (SEN)	Class Teacher first. SEND Team second.
Before and after-school clubs	Future Stars 01275 390902 info@futurestarscoaching.co.uk
Hiring the school premises	School Office Staff
Catering/meals	ABM Catering Company 01926 498448
Concern about a staff member	Headteacher Please read our Complaints Policy

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
A safeguarding concern	Designated Safeguarding Lead Please read our safeguarding policy