

# The Federation of Eileen Wade and Milton Ernest CofE Primary School



## Communication Policy 2025

<b>Governors Committee:</b>	<b>Full Governing Board</b>
<b>Ratified:</b>	<b>October 16th 2025</b>
<b>Next date of Review:</b>	<b>October 2026</b>

## Introduction

Positive communication is an essential element of the aims and vision of the Federation of Eileen Wade and Milton Ernest CofE Primary School. 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 the Federation of Eileen Wade and Milton Ernest CofE Primary School 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.

## Contact details

The school holds emergency contact details for all children on the School Information Management System (SIMs). 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.

## Communications with Families

*Hereafter the term 'families' will be used to refer to all those individuals who have a role in the up-bringing and care of the child.*

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch or after school. These duties will include care of children, organisation of extra-curricular activities, continued professional development opportunities or whole-school coordination of a curriculum subject. Teaching staff will aim to return contact within **48-hours** of the request being made via telephone, email and/or other electronic communication i.e., Seesaw and Tapestry. If a meeting is deemed necessary or appropriate, staff will aim to arrange this within **5 school days**. All meetings will be held with 2 members of staff (with some exceptions to SEND meetings). If the school feels that more than one member of staff is needed to attend the requested meeting, the 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.

The teachers meet the children in the playground every morning. The mornings are usually very busy but if you need to speak to a teacher they will arrange a more appropriate time of day to speak with you. Any emergency messages can be passed on to support staff in the playground. The school office is manned from 8:15am every day and until 3pm (ME).

## Emails and Electronic Information

The school subscribes to Parentmail allowing us to 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. All emails will be received by the school office and will be directed to the relevant member of staff accordingly. Staff reserve the right not to respond to emails or SeeSaw that are sent directly to them from families. Families are reminded that teachers are teaching and their priority is being with the children. They are actively discouraged from checking emails and Seesaw 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 will aim to be responded to **within 48 hours**. 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. Staff do not expect families to read, respond or action emails outside hours that suit them. All staff and families should seek face to face communications where sensitive discussion is required. Staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being by electronic communication.

### Home/School Communication

#### **Parentmail**

The school uses Parentmail to send messages to families. This is not a reply service.

#### **See Saw**

The school uses Seesaw to send home photographs, messages and reminders We ask all families to make comments on posts sent home so we can share these with the children and other staff. Please be mindful of the level of communication you are asking from the teacher. Sometimes a meeting with the teacher can be more appropriate. Staff will respond to SeeSaw messages outside of classroom time between 8 am and 5pm during their working days but sometimes may choose to respond outside these hours – parents are not required to respond during these times. Some teachers find it easier to upload photo's /learning etc at the weekend but will not respond to messages at this time.

### 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 48 hours**. 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

## 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

## Newsletter

Our Newsletters are sent at the end of each half term via Parentmail and contains important reminders, dates and messages for the weeks ahead. Families are strongly encouraged to read the newsletter.

## Parent Consultations

All families are provided with two, 10-minute meetings each academic year. Families are asked to book an appointment for an allocated date and time and to attend together. Should there be exceptional circumstances that mean you cannot attend together, your child's class teacher will offer one further appointment to the family. **It is important the teacher sticks to the 10 minute time limit as they have to fit everyone in.**

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

## Individual Education Plans (IEP's)

Children on the Special Educational Needs Register have an updated IEP 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

The school website Federation of Eileen Wade and Milton Ernest CofE Primary School. 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 which can be found on our school website. All formal letters to families must be approved by the Headteacher before they are sent.

Formal correspondence with families will be kept in the child's personal folder and held for a period of time in accordance with our Disposal of Records Schedule. The school does **not** accept or act upon anonymous communication unless in relation to matters of serious Child Protection.

### **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.

### **Final Note**

Although it is a rare occurrence, when communication (written and spoken) becomes inappropriate, aggressive, vexatious, persistent, or disproportionate and the school deems it is unacceptable, then actions will be put in place. This behaviour will not be tolerated and may result in a parent/carer being banned from the premises. These actions will involve: The headteacher, senior leaders and the school Chair of Governors, and if appropriate, the police. As stated in paragraph 2 *'communications should be honest, respectful, ethical and professional'* staff will adhere to this and ask that this will be reciprocated by the wider school community

