

Pirbright Village Primary School



Communication Policy

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Next Review Date	Spring 2027
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1. Introduction and 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 and expectations for responding to communication from parents/carers
- Helps 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 communications with parents 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 in line with this 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 **aim** to respond to communication during core school hours (8-5pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Responses will be given within three working days.

Parents

Parents 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
- 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, threatening or in breach of the Home School Agreement will be treated in line with our Parent Code of Conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (8-5pm) or during school holidays.

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.

On the Door

Parents may occasionally need to speak with a class teacher at the classroom door, but please remember that at drop off and pick up the teacher's attention must be on all of the children. We ask parents to keep those 'on the door' conversations to two or three minutes only, and only when there is something important the teacher needs to know about the child that day. Anything that needs more than a quick acknowledgement or confirmation should be discussed in a private meeting, away from the distractions of other commitments or demands. The same is true if the teacher needs to talk with you in a little more depth, they will ask you to arrange a short meeting at a suitable time, when they can focus on you and your child. To set up a meeting with the class teacher simply e-mail the class teacher or phone the school office.

Email/School Newsletter

We use email to keep parents informed 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
- Payments

Text messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

School calendar/dates list

Our school website includes a full school calendar for the term and these dates are also published in the weekly newsletter.

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). Any such event will also be included in the school calendar and published in the weekly newsletter.

Phone calls

Staff will call parents when it is considered that a conversation would benefit their child, including any major injuries such as a head injury or medical needs.

Letters

We send the following letters home regularly:

- Letters about trips and visits
- Weekly Home Learning detailing what the children have been up to this week and things they can be doing in terms of learning at home
- Our weekly newsletters
- Weekly Pirbright's Learning Week detailing the learning across the school
- Termly topic webs and year group letters.

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
 - › Termly progress reports with Key Targets (autumn and spring)
 - › A report on Early Years baseline and good Level of Development, Year 1 phonics, and Key Stage 2 SATs tests

Meetings

We hold parents' evenings each term in autumn and spring. 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. In the summer term, there is an opportunity to come in and celebrate your child's learning and the end of the year.

We have regular Learning Looks where parents are invited in to see their child's learning. These are an opportunity for the children to share their learning they are proud of with their parents and are child-led.

Parents of pupils with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

SEND Parents' Communication

Due to high and increasing demand, once a parent has raised a SEND concern, the SENCO will send some interim communication via email and make a future appointment between 4-6 weeks to sit down in person with the parents for a meeting. This will give time for the SENCO to meet with the class teacher and collect some information about the child. The interim communication may include some signposting to other services which could be of assistance in the meanwhile. Children will be prioritised, so the waiting list will be managed by the SENCO based on the needs of the children.

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.

SCOPAY

We encourage all parents to inform the school of their current e-mail address, to allow them access to SCOPAY and MCAS, which are quick and efficient methods for the school to communicate messages with you. SCOPAY is used to send out a variety of information, either to a targeted class or group, e.g. specific communications regarding class trips and special events, or to all parents, e.g. urgent messages such as an unplanned school closure. We are moving all communication over to MCAS during 2026.

How parents and carers can communicate with the school

Whilst communication between home and school is essential to a child's development, it must be proportionate and focus on the child's progress at school.

Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. We aim to acknowledge all emails within three working days and to respond as appropriate. If a query or concern is urgent, and parents need a response sooner than this, they should call the school or speak to the class teacher on the door. All emails can go through the school office at info@pirbright.surrey.sch.uk or parents can use the class email address ie 4CD@pirbright.surrey.sch.uk

Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office or the class email address and the relevant member of staff will contact them within three working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (class or otherwise) or call the school to book an appointment.

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

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

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

Parents living apart

Where requested, the school will ensure that communications stated above are provided to both parents with separate parent's evenings offered.

Acrimonious situations

It is important to note that the school will not get involved with any acrimonious situations between parents including:

- sending messages from one parent to another
- sending messages from one parent to their child
- providing information about one parent to another
- eliciting information from a child or another member of the school community and sharing it with a parent

Inclusion

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

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.