



**Watling**  
PRIMARY SCHOOL

A Denbigh Alliance School

# Communication Statement for Parents & Carers 2024 - 2025

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*Publication on website			
Denbigh Alliance website		School website	
1	Statutory publication	A	Statutory publication
2	Good practice	B	Good practice
3	Not required	C	Not required

**Policy level			
1	Trust wide	Single policy relevant to everyone and consistently applied across all schools and departments, with no variation. e.g. Complaints procedure	Statutory policies approved by the Denbigh Alliance Board of Trustees (or designated Trustee Committee). Non-statutory policies approved by the CEO with exception of Executive Pay.
2	Trust core values	This policy defines the Trust core values in the form of a Trust statement to be incorporated fully into all other policies on this subject, that in addition contain relevant information, procedures and or processes contextualised to that school. e.g. Safeguarding, Behaviour	Statements in statutory policies approved by the Denbigh Alliance Board of Trustees (or designated Trustee Committee). Statements in non-statutory policies approved by the CEO.  Policy approved by Local School Board.
3	School/department	These policies/procedures are defined independently by schools as appropriate e.g. Anti-bullying	Approved by Local School Board.

At Watling Primary School, we believe that clear and open communication between the school and parents and carers has a positive impact on pupils' learning because it:

- gives parents and carers the information they need to support their child's education
- helps the school to improve the way in which we communicate, through feedback and consultation with parents and carers
- builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this statement is to promote clear and open communication by:

- explaining how the school communicates with parents and carers
- setting clear standards and expectations for responding to communication from parents and carers
- helping parents and 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

### **Expectations for respectful communication**

We will endeavour to respond to all queries in a timely manner. We aim to acknowledge emails within 2 working days of receipt and to respond in full (or arrange a follow-up meeting or phone call, if appropriate) within 5 working days.

We ask parents to be mindful of the fact that staff who are employed in teaching and learning roles are rarely available during the school day to respond to communication.

In support of a healthy work/life balance, staff are not expected to respond to any communication from parents or carers outside of the working hours of 8:00am to 5:00pm or during weekends or school holidays.

When communicating with each other, we expect members of our school community to be respectful at all times. We politely request that parents and carers consider their behaviour in all correspondence and in person.

In case of any unreasonable behaviour, including threatening, abusive or offensive language, visitors to our school may be asked to leave the premises.

### **Methods of communication for different purposes**

Parents and carers should monitor communication from school to ensure that they do not miss important information regarding their child.

The format of communication we use will depend on the type of information we need to share, as follows:

FORMAT	EXAMPLES OF INFORMATION
school website	<p>contact information</p> <p>timings of the school day</p> <p>term dates and school holidays</p> <p>scheduled school closures e.g. staff training days</p> <p>overview of school events e.g. non-uniform days, national awareness days, special assemblies or visitors, etc.</p> <p>news items</p> <p>curriculum information</p> <p>policies and statements for procedures</p> <p>before and after-school provision (W@W Club wraparound)</p> <p>job vacancies</p>
ParentMail / email	<p>newsletters</p> <p>specific information about your child's class, year group or Key Stage</p> <p>upcoming school events</p> <p>school surveys, questionnaires or consultations</p> <p>information about trips and visits</p> <p>notification of injury e.g. bump to the head</p>
ParentMail text messages	<p>short-notice changes to the school day</p> <p>reminders</p> <p>emergency school closures e.g. in the case of bad weather</p>
PlusPay text messages	<p>payment information, including reminders</p>
Tapestry	<p>sharing examples of learning in Nursery and Reception</p>
social media	<p>celebration of achievements and specific events, news items</p>
letters	<p>attendance information</p> <p>notification of suspension from school</p>
phone calls	<p>notification of sickness or injury</p>
reports	<p>end-of-year reports on attainment and progress</p> <p>attendance reports</p> <p>phonics screening test results</p> <p>end of Key Stage 2 SATs tests</p>
meetings	<p>Parents' Evenings to discuss attainment and progress, curriculum, wellbeing, or any concerns</p> <p>individual meetings to discuss identified concerns about attainment, progress, wellbeing, behaviour, etc.</p> <p>meetings to discuss specific SEND or medical concerns</p>

To reach the member of school staff who is best placed to address a specific query or concern, please refer to the following information:

QUERY	CONTACT	FORMAT
General non-urgent queries	School office	in person, email or phone call
Reporting your child's absence	School office	email, phone call or ParentMail
Absence requests (including holiday during term time)	School office	email or phone call (you will be given an absence request form to complete)
Uniform – lost or found	School office	email or phone call
Family emergency	School office	email or phone call
Non-urgent safeguarding concern	Class Teacher or Mrs Adams	in person, email or phone call
Urgent safeguarding concern	Safeguarding team: Mrs Pegg Miss Shepherd Mrs Adams	in person or phone call
General queries regarding teaching and learning	Class Teacher	Nursery, Reception and KS1 - face to face at end of school day KS2 – phone call to school office to pass message on
Specific queries about learning or behaviour	Class Teacher	phone call to school office to schedule a meeting date and time with your child's Class Teacher
Medical information about your child	Mrs Adams	in person, email or phone call
Special Educational Needs & Disabilities (SEND)	School office	phone call to school office to schedule a meeting date and time with the SENCo (Miss Shepherd)
School clubs	School office	in person, email or phone call
Trips and payments	School office	in person, email or phone call
W@W Club (wraparound)	School office	in person, email or phone call
Premises lettings	School website	email or phone call
Local School Board of Governors	William Butler	email <a href="mailto:butlerw@thedenbighalliance.org.uk">butlerw@thedenbighalliance.org.uk</a>
Complaints	please follow the Trust Complaints Procedure, which can be located on the school website	