



Document Adopted By Governing Body	
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## Communication Policy

**2021**

### 1. Introduction

#### **Rationale**

This policy is a set of principles for communicating successfully, effectively and respectfully with all school partners including pupils, parents and staff.

Every person involved in our school has a responsibility to follow these principles and practice them in their communications, in order to benefit and show best practice to our pupils.

#### **2. Aims**

Communication should be respectful, timely, honest, concise and inclusive.

All communication should be polite and tactful, calm and confidential.

It should be truthful and straight-forward.

It should address a situation at the earliest possible moment.

It should be jargon free and understanding of the view point of the receiver.

It should not be complicated but be brief and precise.

It should include all who it applies to and be confidential from those that it does not.

#### **3. Principles**

It is a priority to develop trusting and honest relationships between all staff, parents and pupils.

The school texting service and school website will publish reminders or urgent communications to parents.

The school office and BM, will ensure that the contact list is updated annually.

The school calendar on the website will be kept up to date by the BM.

Letters and communications will be kept up to date for parents to find and refer to.

Teachers and staff will provide two weeks' notice of school trips or additional events.

Dates for Parents' Diary will be published in the Autumn Term as soon as possible so that parents can manage their time.

Class Assemblies will only be rearranged in exceptional circumstances with time to rearrange any commitments.

Parents will be informed by teachers if their child is included in an intervention group with reasons why or has been referred for additional assessment.

Parents will be informed if their child is not eligible for an assessment.

If their child is eligible, the time that they may be seen will be communicated.

#### **4. Confidentiality**

All communications will respect confidentiality of information that if disclosed could be prejudicial to the best interest of the staff, parent or pupil.

The principle of confidentiality toward pupils, staff, governing body members and parents shall be respected at all levels of communication, from official documentation to casual conversation.

#### **5. Consultation**

The staff will consult with one another, parents and pupils and where appropriate with outside agencies, in good faith.

Time will be given to discuss consultations and actions where necessary and appropriate.

There will be decisions made that do not take the views of all staff and parents, but a management group or representative, such as a staff governor.

## **6. Protocols**

### **School Office:**

The school office is the first port of call for parents to telephone or e mail to provide or request information.

The message is passed on to the member of staff immediately. If this is not possible, the parent is informed and the message is given to the next in line, a year group leader, Deputy or Business manager in the absence of the Head.

Urgent communications are responded to within the day.

The Business Manager is responsible for updating the website, checking the school diary for communications to go to parents a fortnight in advance and ensuring that information is provided through a variety of media.

The school clerk will contact parents if a child is absent and the school has not been informed.

Parents will also be contacted if they do not attend Parents' Evening and they have not informed the school. The teacher may refer this to the office staff if they have not been able to contact the parent. This will be pursued by the office and the Designated Safeguarding Lead (DSL) informed if a communication is not made within a week of Parents' Evening.

### **Staff:**

Year group and Phase Leaders will ensure that all letters are sent via the school office for quality control and for publication on the school website. The Business Manager, Head or Deputies check the content before they are sent out.

Two weeks' notice of an additional event is provided for parents to arrange their time.

Curriculum Jigsaws are emailed out to Parents/Carers and are put on the school website each half term under the Curriculum section in their year group.

Home work is set each week in the homework books and parents are informed of the day that the homework is due to be marked.

Worry Boxes are provided for pupils to use to confidentially ask for support.

Teachers will keep a record of parent attendance at Parents' Evening. If a parent has not contacted to arrange an alternative visit and does not attend, it is the responsibility of the teacher to contact the parent. If this proves difficult, the number is referred to the school office to arrange.

Curriculum Jigsaws and Knowledge Organisers are emailed out to Parents/Carers and are put on the school website each half term under the Curriculum section in their year group.

### **Pupils:**

KS2 Pupils are requested to take the Learning Log home as a means of communicating with the class teacher.

Pupils will ask the teacher to look in their Log if there is a message to be read.

Teachers will ask if there are letters or messages that need attention as a reminder in the morning during morning activity time.

### **Parents:**

A letter box is available outside the school office for parents to post cheques, dinner money, order forms and letters. This system is to allow parents who require a verbal response to interact with the school office. It is also an efficient system that reduces the risk of letters and money getting lost.

Pupils have a class box that they post the above into in each classroom. This is sent to the office in the morning.

If a child is absent, parents are requested to inform the school office from 8.15 am either via phone call to 0114 2663137 or email to [enquiries@ecclesall.sheffield.sch.uk](mailto:enquiries@ecclesall.sheffield.sch.uk).

Parents emailing staff will receive a response within 5 working days during term time only during normal working hours.

