



Document Adopted By Governing Body	
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Signed (Chair):	Kevin Corke
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Head Teacher Print Name:	Emma Hardy
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Communication Policy

2026-27

Communication Policy

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 practise 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 viewpoint 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 will ensure that the contact list is updated annually.

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

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' will be regularly updated via the Parent Calendar on our Ecclesall Primary School website via <https://ecclesallprimary.co.uk/calendar/> so that parents can manage their time. Any changes will be communicated in a timely manner. The Parent Calendar is the most up to date information.

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

Parents:

Any queries regarding your child should be sent to the enquiries@ecclesall.sheffield.sch.uk. This will then be forwarded to your child's class teacher. Your class teacher will respond within 5 working days, during term time in normal working hours. If this is urgent then please mark this as urgent. You can also phone school on 01142663137 and leave a message for your child's class teacher.

As the school is a cashless school all payments are completed through ParentPay. Any queries for this should be emailed to enquiries@ecclesall.sheffield.sch.uk.

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

Any further queries should be emailed to enquiries@ecclesall.sheffield.sch.uk and these will be forwarded to the relevant staff.

School Office:

The school office is the first port of call for parents to telephone or email 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 school 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 office 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 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.

Homework is set each week on Google classroom 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.

Pupils:

KS2 Pupils are requested to log onto Google Classroom as a means of communicating with the class teacher.

Pupils will ask the teacher to look at Google Classroom if there is a message to be read.

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