





DINGLE COMMUNITY PRIMARY SCHOOL

COMMUNICATIONS POLICY

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Reviewed by:	Governing Board
Signed:	 (Acting Headteacher)
Signed:	 (Chair of Resources & Safeguarding Committee)
Date:	11 th February 2025

DINGLE COMMUNITY PRIMARY SCHOOL

COMMUNICATIONS POLICY

1. Introduction

Dingle Community Primary School recognises the importance of maintaining clear lines of communication within the school. Good communication between parents and carers, other schools, the community and outside agencies is essential and Dingle Community Primary School is committed to being accessible and open to all who have an interest in the school.

In line with the school's ethos and beliefs, effective communication and collaboration within the school and with parents and carers will promote strong partnerships with all interested parties and the wider community.

This policy addresses the main ways in which the school ensures effective and consistent communication.

2. Procedure

All communications will:

- Keep staff, children, parents and carers, governors and the wider community well informed
- Be open, honest and professional
- Use jargon-free English and be easily understood by all
- Be shared in a way that is GDPR Compliant

Formal correspondence sent out by Dingle Community Primary School will be printed on school headed paper. All such communications will be authorised by the Headteacher or delegated member of the Senior Leadership Team (SLT) and a copy stored by the Administration Team and/or placed on the school website.

Parents have a responsibility to ensure the school has up-to-date contact details for all carers, including an email address. In case of sudden incidents affecting the school, such as a fire or severe weather, information will be put on the website.

In the event of separation or divorce, all correspondence and information re day to day procedures (e.g. first aid forms, letters, event information etc) will be sent to the adult listed as the primary point of contact. Information of a more formal nature (e.g. annual reports, letters regarding attendance etc) will be sent to all holders of parental responsibility unless there is a court order to the contrary. We can arrange for separate appointments at Parent Consultation Evenings if required. It is the responsibility of both parents to provide both sets of contact details.

Letters to Parents

All letters must be referred to the Headteacher or Deputy Headteacher for content check and proof reading. Letters must be signed off by the person sending them and must include their name and role within school. Copies of letters sent are available on the school website.

Reporting first aid to parents

First aid is recorded in the class 'School Accident Book' with the original given to parents and the duplicate copy kept by school. The 'parents/carers informed by' section must be completed to show how information was passed on (ticking 'by letter' if the reporting slip was the only form of communication).

Any additional information and/or communication with parents or carers about this is to be recorded in the class log/ office log, with brief outlines of telephone conversations noted.

Telephone calls

Staff should take notes about the content of telephone calls, as they would with meetings with parents. Notes from telephone calls, including main points of discussion and action required/taken should be logged.

If a child is absent from school and we have no indication of the reason, administrative staff will contact a parent on the same day, to find out the reason for the absence.

Text messages to parents

Text messages can only be sent by the Administration team or the Headteacher, via Teachers 2 Parents.

Where an incident affects the whole school, such as power failure or snow, the school will a text message to all of the adults listed as the primary point of contact.

Seesaw

Seesaw is used for the sharing of homework (both to set homework and for parents to return completed work as a photo if they wish) and for sharing work to be celebrated. If there are any school closures, remote learning will be set via Seesaw. Seesaw is not to be used for any other communication.

Tapestry (Early Years classes only)

Tapestry is used for the sharing of pupil development with parents. Tapestry is not to be used for any other communication.

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

- Results of any statutory tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Meeting with parents

We hold 3 parents' evenings per academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum schemes of work, their child's wellbeing, or any other areas of concern.

Parents/carers can book meetings by using the online booking system 'Parents Booking'. Details regarding parents evening are communicated to parents/carers in advance, providing dates and time availability for their child's teacher. A copy of the letter is uploaded to the school website and a text message sent providing the link for this.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

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

We encourage parents to contact the school if issues arise regarding their child's progress or well-being. For everyday issues parents should contact their child's class teacher and information can be shared briefly at the start or end of the day.

For persistent or serious issues, parents should contact the Headteacher or Deputy Headteacher.

Any parent wishing to meet with a member of staff should contact the school office in advance and request a meeting with that member of staff. This will then be arranged at a time convenient to both parties. The subject for that meeting should be shared in advance to help staff to be fully prepared to ensure the meeting is productive. Parents should not come to the school to talk to a member of staff without an appointment. Staff members may be unavailable to meet should this happen. Parents (like all visitors) should report to reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made.

Emails

All email communication should be sent to the school email address (info@dingle.dudley.sch.uk) with 'for the attention of' being stated so that emails can be forwarded appropriately. Should there be any school closures, the class emails may be used to support remote learning- parents will be informed if this is the case. Class email addresses are not to be used for any other communication.

School website

The school website provides information about the school and an opportunity to promote the school to a wider audience and provide guidance on admissions for prospective parents and pupils. It also has a regularly updated area for information for current parents. In addition, it has policies available for parents to view. Should parents require a more up to date copy of a policy or access any not shown on the website, they can request this from the main office.

Response times to communication from parents

School will respond to communication from parents, where a response is required, within the time frames below:

Communication from parents	Response time*
Telephone call	Returned within 1 school day
Email (which are to be sent to info@dingle.dudley.sch.uk)	Email response within 3 school days Emails sent at weekends or in school holidays will not be dealt with until the following school day.
Written letters	Acknowledgement of receipt within 3 school days Any further response within 5 school days

*Please note that should communication be regarding a formal complaint, the time frames set out in school's complaints procedure will be followed.

Accessibility

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

Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats

All communications are written as clearly and concisely as possible

Accessibility is considered when designing/updating the school website

Staff will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

School announcements and communications in accessible formats

Sign language interpreters for meetings

Please contact the school office to discuss these.

Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

English

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.

Links to other policies

This policy should be read in conjunction with:

- E-safety Policy and Acceptable User agreement for staff and pupils
- Safeguarding policies
- Accident and First Aid Reporting Policy
- Homework Policy
- For staff: Staff Handbook and Staff Code of Conduct