



# Haydn Primary and Nursery School

## Communication Policy

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Policy administration	
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This document sets out the Haydn Primary School Communication Policy. This policy is to be read alongside:

- GDPR Policy
- Complaints Policy
- Internet Usage Policy
- Privacy notices
- Codes of Conduct
- First Aid Policy
- Safeguarding Policy

To conform with the requirements of GDPR, all data is handled in accordance with our Privacy Notice. A copy of which is on the school website.

## **Intent**

At Haydn Primary School we aim to build on our partnerships with parents and the wider community through effective and efficient communication. We aim to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

We communicate through a range of different strategies for different purposes.

Communication from the school reflects our school values.

### **All communications should:**

- Keep staff, pupils, parents, governors and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon-free, plain English and be easily understood by all
- Be actioned within a reasonable time-frame
- Use the method of communication most effective and appropriate to the context, message and audience
- Take account of relevant school policies

## **Roles and Responsibilities**

### **Senior Leadership Team**

- To ensure information is made available to staff in a timely manner and via appropriate channels including staff meetings, briefings, email
- To ensure staff have the relevant information available to communicate with colleagues effectively
- To maintain open channels of two-way communication and to listen to feedback and comments from all staff
- To keep governors informed of developments and concerns

## **All Staff**

- To communicate regularly with each other, preferably face to face, to ensure information is available and understood
- To ensure they are informed and have access to information in order to be as effective as possible in their role and to support their work in school.
- To use open channels of two-way communication to keep the SLT and colleagues informed

## **Governors**

- To only use school emails and Governor Hub when communicating between governors or with school
- To hold regular meetings with the Head Teacher
- Use a variety of communication methods to promote and explain the work of the governors
- To ensure the timely posting of minutes of meetings on the school website

## **Emails**

- Staff will acknowledge and respond to emails in a timely manner.
- Email communications concerning a child are forwarded to the relevant teacher for a response.
- Email communications concerning a child are stored in accordance with the school's Data Retention and Disposal schedule.
- If a parent emails with a concern or complaint, the Complaints Policy and procedure is to be followed.
- Parents are encouraged to use the Admin email address for general requests and enquiries.
- Parents are asked to send any emails regarding an urgent safeguarding, Health and Safety or GDPR breach issue to the Head Teacher for the immediate attention of SLT. All communications around safeguarding will be actioned. Please see the school's Safeguarding Policy for more information.
- Whilst most communication will be sent electronically, on occasion the school will send a letter to parents via their child or through the postal service.

## **Letters**

- Staff will acknowledge and respond to letters in a timely manner.
- Any letter of complaint must be referred to the Head Teacher immediately and the complaints policy and procedure is to be followed.
- Letters to parents of a sensitive nature must be approved by the Head Teacher before they are sent. Termly letters, and trip letters, should be proofread before they are sent.

### **Telephone calls**

- Parents are requested to phone the school if there is any immediate information the school needs to know e.g. pupil sickness or to make an appointment with a staff member.
- The school will endeavour to respond quickly and appropriately.
- The school will phone parents if there is an urgent issue concerning a pupil or specific issue.
- Office staff will not interrupt teaching for staff to answer a telephone call unless it is an emergency.

### **Newsletters**

- Newsletters are e-mailed to parents, staff and governors weekly.
- Copies of the newsletter are added to the school website.
- Printed copies are available on request from the school office.

### **School Website**

The website contains a range of specified information including:

- Curriculum plans
- Class curriculum letters
- Newsletters
- School calendar
- Policies and reports
- Resources for parents
- Term and holiday dates
- School meals information
- Governor information

Information on the website is regularly updated and reviewed to ensure that information remains current and accurate.

### **Class Dojo**

- Teachers will use Class Dojo messages to communicate quickly with parents.
- Teachers are expected to send out invitations to the parents in their class and identify parents who do not sign up, ensuring they don't miss the communications.
- The number of posts teachers make, and the content, which has to be appropriate or relevant, is at the discretion of the teacher.
- All members of staff using Class Dojo are asked to set 'quiet hours'. We do not expect that messages will be read or responded to out of the designated hours. The agreed quiet hours are 5pm – 8am. This does not mean that messages cannot be sent during

these hours but there is not expectation that staff will respond to them until the agreed times.

- Teachers must make themselves fully aware of children who do not have permission to have their photographs shared on Class Dojo, and ensure that these children do not appear on Class Dojo.
- Parents can use Class Dojo to message their child's teacher and teachers will reply as soon as they are able to (between the hours of 8am and 6pm). Please remember that staff are teaching during contact hours so may not respond to messages during the school day. Any urgent messages should be communicated by telephoning the school office.
- Parents should raise concerns or complaints via letter or email, and not via Class Dojo
- Parents must be polite and respectful when messaging teachers. Any inappropriate comments may result in the service being removed.
- Teachers should disable comments when posting in their class feed.

### **Communication with teachers**

- Teachers welcome the opportunity to talk to parents and they should be the first point of contact for parents if they have any questions or concerns about their child.
- If there is an immediate issue, parents may request to talk to the class teacher at a mutually agreeable time.
- Parents may speak to the teacher at the end of the school day, but should avoid lengthy conversations at the start of the day.
- If the concern cannot be dealt with by the class teacher or the parent is not happy with the outcome then SLT should be contacted in line with the Complaints procedure.
- If there are any issues or complaint about the Head Teacher then the Chair of Governors should be informed.
- Parents meet their child's teacher twice a year for Parents' Evening
- When children have special educational needs, or are making less than the expected progress, parents may be asked to meet with teachers more regularly
- The school will make reasonable adjustments to arrangements if this will enable a parent with a disability to participate fully in a meeting in school, or to receive and understand a communication
- Requests from separated parents for separate communication are accommodated
- Separate appointments to see the class teacher at parents' evenings are accommodated if necessary
- Additional annual reports are provided on request to separated parents

### **Parent visits to school**

- Parents' evenings are held twice per year
- Families are invited to share in their child's achievements through school events
- Parents are invited to attend workshops and class information meetings, as arranged

## **Mobile Phones**

### **Staff:**

- Mobile phones should not be used during lessons or when in contact with the children
- In exceptional cases, the circumstances should be discussed with the Headteacher
- Non-intrusive work-related mobile phone use is acceptable during PPA (Planning, Preparation, Assessment) time
- During trips and off-site provision, staff should ensure that they can be contacted by mobile phone at all times

### **Pupils:**

- Pupils are not permitted to bring mobile phones into school
- Where a parent requests their child has a mobile phone to travel to and from school, it must not be a smart phone, be connected to the internet or have the use of a camera
- Pupils who bring phones to school must hand them in to the class teacher at the start of each day to be locked securely away

### **Parents/Carers/Volunteers:**

- Use of mobile phones whilst on the school site should be courteous and appropriate
- Parents may photograph their own children during school events but images must not be published on social media sites
- Parents and visitors should turn phones off when volunteering in classrooms
- Making voice recordings during meetings or discussions with staff is not permitted

## **Communications regarding Accidents and Injuries**

- All accidents and injuries are recorded in written form in the Accident Book and, where injuries are minor, a copy is sent home to parents and carers at the end of the school day.
- Parents will be called immediately should any injury be deemed to be more serious and asked to come to school and if necessary, take their child home or for medical attention; the details will be recorded in the Accident Book and a copy given to parents on arrival.
- Any bump to the head, no matter how minor, is treated as serious and the parents/carers will be contacted by telephone immediately. If it is more than a minor bump they will be given the opportunity to come to school to look at the injury and take the child home or for medical attention where appropriate.