

St Anne's C E Primary School and Nursery



Communication Policy

Reviewed by Governors: April 2026

Next review: April 2028

Impact and outcomes

Our parental communication approach will ensure:

- No expectations to respond to parental emails in the evenings and at weekends, so that work and home boundaries are clear.
- parents and carers better understand the context in which staff are working, and can understand the expected response timeframe
- communication is distributed and directed more appropriately across the staff team

The DfE recommend that schools develop a Communications Policy after asking teachers about the factors that added to their workload. A key finding of this consultation was that the need to communicate with parents and carers placed a significant demand upon our teachers within a busy teaching day. As a school, we decided that we had to manage both parental expectations of staff and ensure high standards of home-school communications.

We use electronic tools that assist communication to parents through text, email, and newsletter and can facilitate paying for trips or resources.

The parental communications policy

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise, however, that it can often be difficult communicating with school staff because they have full timetables; and we recognise that parents and carers also have very busy lives.

Contacting the school

Communication by email or Dojo are the preferred method.

Messages on Dojo are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication. This is the best way to ask them to contact you if you require a more detailed conversation. Any message on Dojo should be short and concise.

Staff want to respond to parental queries at the earliest opportunity and will do their best to do so. However, the majority of staff time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal time. We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply. If the message is urgent, regarding collection for example, please contact the main office on 01299 402 013.

Phoning school staff

Please use the main reception on 01299 402 013 to arrange a call or to leave a message for a teacher to contact you. Reception staff will relay messages to teachers as soon as possible.

If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.

We will try to respond to you within three working days, if not the same day. Please note lessons will never be interrupted for teachers to take calls.

Emailing school

Please email office@stannesprimary.worcs.sch.uk if you need to contact us via email. This can then be forwarded to the appropriate person.

Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.

We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Scheduling meetings with school staff

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child in the following order:

1. Classroom Teacher/ Teaching Assistant
2. SEND/Pastoral Classroom Support if applicable
3. Deputy Headteacher/SENDCO
4. Headteacher

Meetings should always be pre-arranged with members of staff.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Receiving contact from the school

Our preferred method of contacting you is via email or Dojo.

Following up communications to the school

If you have not received a response from the school within three working days, please contact the school by emailing office@stannesprimary.worcs.sch.uk and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

Persistence, Harassment and Vexation

(please also see separate policy for further information)

- **Definition:** Behaviours are often deemed "unreasonably persistent" if they are obsessive, harassing, or repeat the same points after a final response has been given.
- **Communication Restrictions:** We may require all communication to go through a designated staff member (e.g. Headteacher) and restrict communication channels (e.g. email only).
- **Safety Measures:** In extreme cases, if behaviour constitutes harassment, schools may bar parents from the school premises.
- **Review Process:** Such restrictions are usually reviewed annually to determine if they should be removed or continued.

What will happen if we feel there are 'unreasonably persistent' behaviours?

1. A written outline is sent explaining that behaviour is causing disruption and must stop.
2. **Restriction:** A formal letter from the Head Teacher limits contact (e.g., "all correspondence must be in writing to the Headteacher").
3. **Formal contact from Governors-** A letter outlining clear expectations and next steps
4. **Ignoring/Filing:** Continued irrelevant or repetitive correspondence may be filed without acknowledgment.