



Communication Policy

St Joseph's and St Gregory's Catholic
Primary School



Written by:	Gemma Otter	Date: June 2023
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Approved by:	Local Academy Governors	Date:
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Next review due by:	June 2025
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Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

Roles and responsibilities

Senior Leadership Team

The Senior Leadership Team is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the class teacher or the office staff in the first instance
- Informing school of any appointments your child needs to attend
- Sharing any external reports with school, linked to your child
- Respond to communications from the school in a timely manner
- Checking all communications from the school via The My Child at School (MCAS) app

Any communication that is considered disrespectful, abusive or threatening will be dealt with on an individual basis.

Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays.



PARENT LOGIN

Communication between home and school

The school will communicate with parents using:

- The My Child at School app (MCAS)
- Emails
- School website and social media
- Friday Flyer
- Phone calls
- Reports
- Meetings

Parents should be responsible for checking all of these, so they do not miss important communications or announcements that may affect their child.

MCAS

We use the app to keep parents informed about the following things:

- Upcoming school events
- Consent forms
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

Emails

If you would like to speak to a member of staff:

- Email or call the school office on office@sjsq.beds.olicatschools.org or **01234 352062**
- Put your child's full name in the subject line and the name of the relevant member of staff
- We will forward your request on to the relevant member of staff

Remember: check our website and MCAS app, much of the information you need is posted there.

If you have questions related to Special Educational Needs (SEND), email the Special Educational needs and Disability Co-coordinator (SENDCO) send@sjsq.beds.olicatschools.org.

If you have questions related to your child's Social, Emotional and Mental Health (SEMH) email the SEMH lead semh@sjsq.beds.olicatschools.org

We try to respond to all emails within 72 hours. If it is urgent please call the school office.

School website and social media

<https://www.stjosephsandstgregorys.com/>

Key information about the school is posted on our website or social media pages, including:

- School times and term dates
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

Friday Flyer

Every Friday a flyer will be sent to parents with the latest information and news.

Phone calls

Parents should use the telephone to communicate their child's absence. This should be before 9.00am. **01234 352062**

Parents can telephone to request to speak to a teacher about your child. It is unlikely a teacher will be able to respond during the school day, due to their teaching commitments. You can expect a response within 72 hours.

School will telephone if a child is unwell during the school day or if we need to speak to you about your child.

Reports

Parents receive reports from the school about their child's learning, including:

- A mid-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports, either written or verbal
- A report on Key Stage (KS) 1 and KS2 SATs tests

Meetings

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

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), will be asked to attend further meetings to discuss the pathway of your child. These should be three times a year. These are called Outcome Pathway meetings. Bedford Borough have shared a document called Guidance around SEND Processes for Parents and Schools, to support understanding the pathway of communication for children with SEND. https://search3.openobjects.com/mediamanager/bedford/directory/files/send-process-guidance_final.pdf

If parents would like to schedule a meeting you can call the school to book an appointment **01234 352062** or email school **office@sjsjg.beds.olicatschools.org**. Put your child's full name in the subject line and the name of the relevant member of staff.

While teachers are available at the beginning or end of the school day, teachers will consider the length of time that might be needed to talk about your child and a separate appointment may be required.

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

<https://www.stjosephsandstgregorys.com/attachments/download.asp?file=782&type=pdf>

Inclusion

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

The MCAS app works in other languages.

Parents who need help communicating with the school can request support.