



# **Parent Communications Policy**

## **Debden C of E Primary Academy**

Reviewed by: Matt Hawley	May	2025
Shared with staff:	May	2025
Shared with Governors:	May	2025
Review date:	May	2027

### **POLICY STATEMENT**

At Debden Church of England Primary Academy, we are committed to creating an environment in which parents and carers feel as though they are integral part of their children's learning and wider school experience. The school-parent relationship is vital in carrying out our vision, which is to provide a highly-purposeful, caring Christian community, in which our children:

- Progress exceptionally well academically, across a broad and knowledge-rich curriculum;
- Develop into confident, compassionate, well-rounded individuals;
- Become equipped with the learning skills needed to deal with future challenges;
- Create happy, positive memories of their childhood.

This policy outlines the processes, procedures and guiding principles intended to underpin all communications between the school and parents, in order to maintain an effective and harmonious school community.

### **COMMUNICATIONS FROM THE SCHOOL TO PARENTS**

Parents can expect to receive the following written/electronic communications:

- A regularly updated School and Trust website – detailing key school information, e.g. curriculum, uniform, policies and procedures.
- Newsletters from the Headteacher at least twice per half term, celebrating school life and disseminating key updates and important messages.
- Additional parent emails as required from the office team.
- A termly newsletter from class teachers, outlining key learning content, information about PE days, and upcoming events/ dates. These are sent alongside the respective knowledge organisers for the term.



- Weekly achievement assembly slides, showing which children have reached gold, the stars of the weeks, and highlight photos/ information from each class.
- Facebook and Tapestry updates (depending on class) – sharing photos and achievements from across the school.
- Parent-teacher consultations (twice per year) and formal written reports (once per year) to advise you of your child's progress, learning and behaviour for learning.
- Class teacher phone calls when needed.

In addition to this, the Headteacher is available on the front gate at drop-off and pick-up times most days, and your child's class teacher is available to discuss matters informally at drop-off and pick-up.

**In the case of emergency communication, parents can expect the following:**

- An urgent phone call if the incident involves their child in particular.
- In case of an emergency school closure during the day, a parent email home and a note on the school website.
- In case of an emergency school closure before the start of the school day, messages will go out to parents via email, on the school website and on the LA website ([www.essex.gov.uk/education](http://www.essex.gov.uk/education)).
- An unexpected change of arrangements in clubs, fixtures or trips will be communicated to parents via email/social media.

**COMMUNICATIONS FROM PARENTS TO THE SCHOOL**

Debden C of E Primary Academy can reasonably expect parents to:

- Sign and uphold the home/school agreement.
- Read and respond to emails sent home, as needed.
- Phone or email the school to arrange an appointment to meet a member of staff.
- Contact the relevant member of staff (see 'who to contact' below) in the first instance and avoid the temptation to escalate a matter to more senior colleagues until other channels have been explored
- Keep us informed of changes in contact information and personal circumstances which affect their child – this is particularly important.



- Send emails to staff through the office team ([admin@debden.essex.sch.uk](mailto:admin@debden.essex.sch.uk)) rather than directly to staff members.
- Be sensitive to the fact that the first priority of every teacher is to teach their classes and that frequent emailing can be disruptive and counterproductive
- Raise concerns with an appropriate member of staff, in a polite manner that is likely to achieve a better outcome for your child, rather than making comments about the school on social media (see 'tone and manner of communications' below).

## WHO TO CONTACT

All emails/ calls should be directed to the school office at [admin@debden.essex.sch.uk](mailto:admin@debden.essex.sch.uk) or 01799540302. They can be addressed to the following people respectively:

Reason for Communication	Contact
Lost items, friendship issues in the class, concern about learning, behaviour, etc.	Class teacher
Change of personal circumstances, absence requests, medical information, etc.	Office staff
Information about KidzActive clubs	Contact KidzActive directly
SEND, additional needs, learning support	SENCO
Concerns regarding a child's safety/ wellbeing outside of school, or a disclosure that a child has made to you.	Designated Safeguarding Leader (presently the Headteacher).
Only if your query or concern has not been addressed by the relevant staff member.	Headteacher

## RESPONSE TIMES

We can reasonably expect staff to:

- Reply to emails, phone messages and other communications within two working days. There is no expectation that a member of staff should reply to any message received during a weekend or holiday until the next working week begins.
- Reply using a holding message if more than two days is required to investigate the matter raised.
- Use an appropriately formal tone in emails and letters to parents.



- Not reply to any email or letter that is rude or aggressive in tone or content, but pass the communication on to the Headteacher.

## **tone and manner of communications**

We expect everyone to:

- Be calm, friendly and polite in all communications (including in writing, in face-to-face meetings, during parents' evenings, phone conversations and at school events).
- Set out to build and maintain a positive home/school relationship in the interests of the child, e.g. by ensuring that the language, tone and manner used is respectful and befitting of the communication.
- Allow proper investigation processes to take place and avoid apportioning undue blame or making unfounded accusations.
- Have respect for each other.

## **links to other policies**

The following policies link closely to the information included in this policy:

- Complaints Policy/Procedures
- Behaviour Policy
- Code of Conduct Policy
- Child Protection Policy

## **review**

This policy will be reviewed at least biennially by the Headteacher.