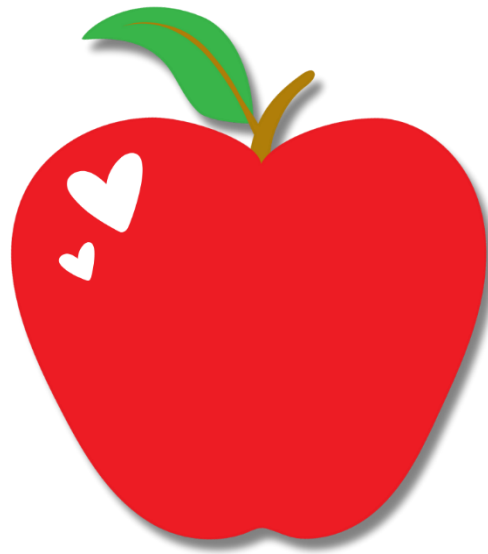


Communication Procedure

Cheddington Combined School



Written by: Headteacher and Chair of Governors
March 2025

Introduction

HEART Values

We expect all stakeholders of Cheddington Combined School to uphold our HEART values in all communications, at all times.



a) Purpose

We believe that effective communication between the school and parents/carers is important because:

1. It gives parents/carers the information they need to support their child's education;
2. It enables school staff to understand and support each pupil to meet their educational and pastoral needs;
3. It fosters good relationships between all elements of the school community which supports the wellbeing of pupils, staff and parents/carers

b) Audience

This procedure was written after consultation with representative from various stakeholder groups and should be read and adhered to by the following:

1. Parents / carers
2. Teaching staff
3. Admin staff
4. Headteacher
5. Governors

It is the responsibility of the Headteacher to ensure that this procedure is available on the school website www.cheddingtonschool.org

c) Aims

At Cheddington Combined School we aim to:

1. ensure that parents/carers and staff have the information they need to fulfil their roles and enable each child to thrive;
2. ensure that all stakeholders know the methods of communication that are to be used in different circumstances;
3. ensure that communication between the school and parents/carers is respectful and that school staff communicate professionally;
4. ensure that staff wellbeing is protected by sustaining positive relationships with parents/carers and reducing unnecessary workload caused by ineffective communication;
5. ensure that our school HEART values are lived out through our home-school communication.

2. Roles and responsibilities

a) Headteacher

The headteacher is responsible for:

1. ensuring that communication systems are in place and are working effectively;
2. providing support and training for staff to equip them to implement this procedure effectively;
3. regularly consulting with stakeholders to evaluate the effectiveness of communication systems and practice;
4. reviewing this procedure every three years and making changes to systems and practice.

b) Admin staff

Admin staff are responsible for:

1. using the agreed systems of communication as set out in this procedure;
2. responding to parental communication within their working hours;
3. responding to parental communication within one working day;
4. making reasonable adjustments to the usual methods of communication in order to meet the needs of individual families / carers, as set out in the inclusion section of this procedure.

c) Teaching staff

Teaching staff are responsible for:

1. using the agreed systems of communication as set out in this procedure;
2. liaising with other members of staff to ensure that parents get the information they need (if they cannot address a query or send the information themselves);

3. responding to parental communication during the hours of 8.30am and 4.30pm, or their working hours (if part-time), in line with this procedure;
4. responding to parents/carers requests within two working days, wherever possible.

N.B Teaching staff may choose to communicate / respond outside of school hours, in order to manage their own working hours and wellbeing. However, they should never be asked or expected to do so.

d) Parents/carers

Parents/carers are responsible for:

1. ensuring that they are able to receive and check communications through the methods set out in this procedure and contacting the school if they are unable to do this;
2. ensuring that communication with the school is respectful at all times;
3. making every reasonable effort to address communications to the appropriate member of staff;
4. responding to communications from the school within reasonable deadlines, wherever possible;
5. not expecting staff to respond to their communications outside of the school hours of 8.30am to 4.40pm or during the school holidays;
6. not using Whatsapp groups or social media as a forum to discuss events or incidents negatively that have happened in school;
7. contacting the school directly when they have concerns, in line with our complaints procedure (which can be found on our school website).

3. How the school communicates with parents/carers

a) Email

1. emails are sent to the email addresses of all parents/carers who are recorded on the pupil records as having parental responsibility. Please contact the school office if you need to make changes to this record;
2. emails are used to communicated about the following activities:
 - upcoming school events
 - class-specific trips, visits or activities
 - invitations to events
 - weekly newsletter

b) Phone calls

1. the school may use the phone numbers of parents/carers who are recorded on the pupil record as having parental responsibility. Parents are responsible for contacting the school office if these phone numbers change
2. Phone calls to parents will only be made within the hours of 8.30am and 5pm unless contact cannot be made within this time
3. Phone calls are made to parents/carers in the following situation:
 - In the case of illness or accidental injury
 - To share positive behaviour or achievements
 - To discuss concerns about pupils behaviour or progress

c) Newsletters

1. A weekly newsletter is sent via email to parents. It is also published on the school website.
2. The newsletter includes the following:
 - News about learning and wider school events from the past week
 - Calendar events for the coming week and term
 - Feedback from events, surveys, governor or school improvements

d) Letters

1. Paper letters are used only where necessary to reduce waste and our environmental impact
2. Paper copies of letters will be sent home for the following reasons:
 - If permission slips are attached that need responses and signatures from parents

e) Website

1. The school website is used to share the following information with parents/carers:
 - Calendar dates
 - Curriculum information
 - Important policies
 - Contact information
 - Uniform requirements
 - Safeguarding information

f. Calendar

1. The school calendar can be found on www.cheddingtonschool.org. Where possible, events are added at least two weeks before the date they are due to take place;
2. The school calendar is used to keep parents informed about:
 - Upcoming events for the whole school, specific classes and groups (including visitors, trips and non-school uniform days)
 - Term dates and scheduled school closures (e.g. staff training days)

g. Progress and achievement reports

1. Parents/carers receive reports about their child's learning, including the following:
 - End of year reports for all year groups, including achievements in each curriculum area, attitude, progress and attendance, will be sent in July
 - Phonic screening results will be reported to Year 1 parents/carers as part of the end-of-year report
2. Progress and achievement reports will be sent as a paper copy.

h. Parent-teacher meetings

1. Parents' evenings are held in Autumn and Spring terms. Parents/carers are invited to attend a 10-minute meeting for an update on their child's progress and will also have the opportunity to ask questions.
2. Parents' evenings should not be used to raise significant concerns by either parents/carers or teachers. These should be raised as soon as possible and within a separate conversation or meeting.
3. Parents may request a meeting with their child's teacher at any point in the school year, by speaking to the class teacher face-to-face or contacting the school office. This may be for an update on their child's progress or to discuss a particular concern regarding their child. The class teacher will aim to offer a meeting time within one week, or sooner if it is possible to do so.
4. The school may request a meeting with parents/carers at any point in the school year to discuss an arising concern or to work together to support the child's progress or wellbeing.

4. How parents/carers can communicate with the school

- **Email**

1. Email is the preferred method of communication for non-urgent issues that do not need same day action. Parents/carers should email their child's class teacher using the year group email address e.g. year6@cheddington.bucks.sch.uk. Teachers may not be able to reply during the teaching day.

2. If there is an on-the-day change to pick up arrangements, parents/carers should either call the office or email them on admin@cheddington.bucks.sch.uk

3. parents/carers should email the school office on admin@cheddington.bucks.sch.uk if they would like a meeting with a teacher or a member of SLT. They will be asked for the details of the purpose of the meeting by a member of the office team. On the day appointments are only available if there is an emergency safeguarding concern that would require a referral to be made.

4. Parents should expect a response from a member of staff within two working days. If no response is received, parents may follow this up with a phone call.

- **Phone call**

1. phone calls should be made to the school office on 01296 668324 during the hours of 8am and 4pm

2. parents should phone the school to report any issues requiring same-day action including:

- Reporting their child's absence;
- Any concerns about the safety of their child or another child, relating to home or school
- Urgent concerns about their child's wellbeing

3. If parents/carers wish to speak to our Designated Safeguarding Leads, admin staff will put the call through whenever possible. If our DSLs are unavailable, due to teaching commitments, admin staff will take a message and arrange for them to call back or meet face-to-face. They will be asked for the details of the purpose of the meeting by a member of the office team.

4. If parents wish to speak to a class teacher, admin staff will take a message and arrange for the class teacher to call back or arrange a time for them to meet face-to-face. They will be asked for the details of the purpose of the meeting by a member of the office team.

- **Face-to-face**

1. The Senior Leadership Team will be available on the gate at the start and end of the day to greet parents/carers and children. They will be ready to listen to parents and answer their questions. If a matter needs a longer or more confidential conversation, they will suggest a meeting with the parent/carer, which can then be booked by contacting the office.

2. Face-to-face meeting with the class teacher, Headteacher, Deputy Headteacher or SENDCo can be requested by a parent/carer. This should be done by phoning or emailing the school office. They will be asked for the details of the purpose of the meeting by a member of the office team. On the day appointments are only available if there is an emergency safeguarding concern that would require a referral to be made.

5. Concerns

1. If parents/carers have any concerns regarding incidents or events at school involving their child, they need to contact their child's class teacher in the first instance.

2. If parent/carers do not feel that their concerns have been addressed, they should refer to our school's complaint policy, which can be found on the school website

3. Parents/carers should not use Whatsapp groups or social media as a forum to discuss events or incidents negatively that have happened at school.

6. Inclusion

1. The school is committed to establishing effective communication with all parents/carers

2. The school will endeavour to make reasonable adjustments to its means of communication to ensure that parents/carers can access information and updates

3. Parents/carers may request translation / interpretation services if required.