



Communication Policy

Date adopted: September 2025

Review date: September 2028

Aims

Our Communication Policy encompasses our school values: **kindness, curiosity and ambition**.

We have the **ambition** to build a mutually respectful, collaborative community, where all adults model and promote **kindness** in their interactions with others and show **curiosity** about the perspectives and opinions of others.

We believe that clear, open communication between the school and parents/carers supports our **ambition** for pupils to achieve high standards in their 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.

How we communicate with parents and Carers

The sections below explain how we keep parents up to date with their child's education and what is happening in school. Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email and letters via email

The majority of our communication is via email. Letters are also sent via email. For example, we use email to keep parents informed about the following things:

- Dates for your diary
- Fortnightly Newsletters
- Class curriculum letters (termly)
- Letters about events, trips and visits
- Scheduled school closures (for example, for staff training days)
- School survey links
- Parent Consultation links
- Payments
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather).

School Website

Key information about the school is posted on our website, including:

- School times and term dates
- Curriculum information
- Information about SEND and wellbeing
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Information about extra-curricular opportunities
- Copies of the Newsletter.

Phone Calls

Staff may contact you by telephone to check information, if a child does not have the correct equipment (e.g. packed lunch, PE kit, musical instruments), regarding payments, attendance, behaviour or if there are other concerns. Staff can contact you to make you aware of positive achievements and progress your child has made.

Meetings

We hold two parent consultations per year in the autumn and spring term. We offer online and face-to-face options. During these meetings, parents/carers can talk with teachers about their child's achievement and progress, their child's wellbeing, or any other area of concern.

Parents of pupils with special educational needs and disabilities (SEND) will be offered an additional parent consultation in the summer term.

The school may also contact the parents/carers to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Annual Reports

Parents receive an annual report from the school about their child's learning, including:

- Pupil school report covering their achievement in each part of the curriculum, how well they are progressing and their behaviour and attitude
- Pupil attendance report
- A report on KS2 SATs tests, phonics check and multiplication check where applicable.

Evidence Me and Google Classroom

Evidence Me is used in EYFS to share photos of key "wow" moments across the year.

Google Classroom is used from Year 1 to Year 6. The main function of Google Classroom is to set children's homework. Occasionally, Google Classroom will also be used to share updates at a class level, for instance photos following a class visit.

How parents and carers can communicate with the school

Parents should use the list in appendix A to identify the most appropriate person to contact about a query or issue.

The school office telephone number is: 01727753930

The school office email address is: admin@oakwood.herts.sch.uk

Email the School Office

Parents should always email the school about **non-urgent** issues in the first instance. For example:

- To arrange a meeting with the class teacher
- To request a leave of absence for their child
- General enquiries e.g. school menu requests due to food intolerances
- Changes to medical information.

The school office team aim to acknowledge receipt of your email within one school day. We aim to send a more detailed response to emails within five school days. Emails received after the school office has closed (4:30pm) will be considered as having been received on the next school day.

Please note that all email communication should go via admin@oakwood.herts.sch.uk this is because the admin email address is monitored by several staff daily so that emails can be acknowledged and passed to the appropriate member of staff as soon as possible.

Telephone Call to the School Office

Telephone calls to the school office are to be used for more **urgent** requests or information. For example:

- A change to the adult collecting a child from school
- Urgent safeguarding or welfare issues
- Urgent messages to teachers

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office to book an appointment. We offer face-to-face and telephone appointments.

We try to schedule all meetings within **5 school days** of the request.

Teachers are unable to have in depth conversations at the start or end of the school day, as their priority is safeguarding the children in their care and clearing the school site in preparation for extracurricular clubs commencing promptly. We recommend that parents book an appointment via the school office to discuss:

- any concerns they have about their child's learning
- updates related to pastoral support, their child's home environment, or their wellbeing
- any confidential issues.

Please note that Wednesdays are our staff CPD day, and meetings will not be scheduled after school on Wednesdays.

Respectful communication

In line with our school value of kindness, we would like to remind you that our home-school agreement states that parents and carers will:

Make sure communication with the school is respectful, and make every reasonable effort to address communications to the appropriate member of staff, usually the child's class teacher,

Use social media, including WhatsApp, responsibly and not upload any content that could upset or offend any member of the school community.

We understand, value and respect that parents/carers need to advocate for their children. We also recognise that some issues may lead to upset or frustration. Our staff do their best to be supportive and address any issues as soon as they can. We expect discussions to take place in a calm and non-threatening way. Oakwood will not tolerate aggressive or intimidating behaviour towards staff and staff may reschedule meetings that are not in line with this expectation.

Roles and responsibilities

The Headteacher is responsible for:

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

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and Internet Acceptable Use 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).

Parents/Carers are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Communicating with and about the school in line with other school policies.

Please be aware that staff are extremely busy and cover multiple roles – they will respond to communications as soon as they are able to within the timeframes in this policy. Parents should **not** expect staff to respond to their communication outside of core school hours, within teaching time or during school holidays.

Links with other policies

This policy should be read in conjunction with the following documents:

- Home-School Agreement
- Online Safety and Acceptable Use Policy
- Attendance Policy
- Complaints Policy and Procedures
- Homework Policy
- SEND Policy
- Staff Code of Conduct (for staff only)

Appendix A

Who to contact

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Book an appointment to see or speak to your child's teacher via the school office.
My child's wellbeing/pastoral support	
Behaviour and/or bullying	<p>Book an appointment to see or speak to your child's teacher via the school office.</p> <p>You can also complete a bullying concern form and send this to your child's class teacher via the school office. The form is available on the school website under Key Information/Anti-bullying</p>
Special educational needs or disabilities (SEND)	<p>Book an appointment to see or speak to your child's teacher in the first instance via the school office.</p> <p>There is further information available on our website under Key Information/Inclusion and SEND</p> <p>If you need further support you can contact our school SENCo, Miss Stubbs, via the school office.</p>
Lost property	Pop in to check the lost property box or email the school office.
Uniform	<p>Our uniform information is published on the school website under Parents/Uniform</p> <p>For any queries, contact the school office.</p>
School events/queries about dates	Check the school website: Home Oakwood Primary School or email the school office
Payments	<p>Email the school office: admin@oakwood.herts.sch.uk</p>
Catering/meals	
Extra-curricular clubs	
Hiring the school premises	
Breakfast/after school club	<p>Contact Jousters directly: jennie@jousterschildcare.com 01707 894650</p>
Attendance and absence requests	<p>Email absence@oakwood.herts.sch.uk or phone the school office telephone (01727753930) by 8:55am.</p> <p>If you want to request approval for term-time absence, please email the school office. Please note that there are very few occasions where a Headteacher can authorise absence during term time.</p>