



Trinity St. Peter's

Church of England Primary School

where children shine

## **School Communication Policy**

## Introduction

At Trinity St Peter's CE Primary School, we are committed to providing the highest quality education and supporting the wellbeing of every child. Effective communication between school and home is essential in achieving this aim. We therefore work in partnership with parents and carers to ensure information is shared clearly, respectfully and promptly.

Our approach to communication is built on professionalism, trust, mutual respect and confidentiality.

## How We Communicate with Parents and Carers

Depending on the nature of the information being shared, the school may communicate with parents and carers using:

- **Email and text messaging** via School Spider
- **The school website**, including letters, calendar updates and class blogs
- **Telephone conversations**
- **Pre-arranged, mutually agreed appointments**

## How Parents and Carers Can Communicate with School

Parents and carers may contact school in the following ways:

- **Telephone** (where possible)
- **Pre-arranged appointments**
- **Call into the School Office**
- **Email to class teachers** via the class email accounts:
  - [Nursery@tsp.allsaintsmat.org](mailto:Nursery@tsp.allsaintsmat.org)
  - [Reception@tsp.allsaintsmat.org](mailto:Reception@tsp.allsaintsmat.org)
  - [Y1@tsp.allsaintsmat.org](mailto:Y1@tsp.allsaintsmat.org)
  - [Y2@tsp.allsaintsmat.org](mailto:Y2@tsp.allsaintsmat.org)
  - [Y3@tsp.allsaintsmat.org](mailto:Y3@tsp.allsaintsmat.org)
  - [Y4@tsp.allsaintsmat.org](mailto:Y4@tsp.allsaintsmat.org)
  - [Y5@tsp.allsaintsmat.org](mailto:Y5@tsp.allsaintsmat.org)
  - [Y6@tsp.allsaintsmat.org](mailto:Y6@tsp.allsaintsmat.org)

Class email accounts are checked each school morning by **8:30am**.

If your enquiry is **urgent**, please contact the school office via:  
[admin@tsp.allsaintsmat.org](mailto:admin@tsp.allsaintsmat.org)

**01704 876391**

## **Staff Availability**

Our teaching staff are usually able to meet with parents or take telephone calls between **8:30am and 4:15pm** each school day. As staff have teaching duties, meetings and other professional responsibilities, availability may vary between 8:30-3.15pm. We therefore encourage parents and carers to arrange appointments in advance whenever possible to ensure staff can give matters their full attention.

## **Working in Partnership**

All staff at Trinity St Peter's are committed to working in close partnership with parents, carers and families. We encourage concerns to be communicated quickly so that they can be addressed promptly and in the best interests of the child.

We strive to manage concerns transparently, constructively and respectfully, supporting effective collaboration between home and school.

## **Resolving Concerns**

Parents and carers should first raise any concerns with the class teacher, who will aim to address the matter directly.

If the issue remains unresolved, it may be referred to a member of the school's leadership team.

Our priority is to find timely, mutually agreed solutions that support pupils' wellbeing and learning.

## **Response Timeframes**

- Acknowledgements will usually be provided within **48 working hours**
- Full responses, where required, will aim to be provided within **5 school days**

## **Staff and Parent Conduct**

All communication between parents, carers and staff must be respectful, courteous and appropriate.

The school will not respond to communication that is:

- Derogatory
- Disrespectful
- Defamatory
- Inconsistent with the school's vision and values

Threatening or offensive behaviour will result in involvement from the appropriate authorities.

To safeguard staff and pupils, staff will not communicate with parents via social media or accept parents, current pupils or former pupils as 'friends.'

### **Review**

This policy will be reviewed as part of the school's ongoing evaluation processes.

Communication is the key  
and saying your words  
with kindness is the way  
to go

Pamela Cummins

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