



Trinity St. Peter's

Church of England Primary School

where children shine

School Communication Policy

Communication Policy

Rationale

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. At Trinity St Peter's, we are committed to clear, respectful and timely communication. We work in partnership with parents to support every child's learning and wellbeing through open, professional and proactive communication.

How School Communicate with Parents and Carers

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

- School Spider - Email and text messaging
- The school website, including letters, calendar updates and class blogs
- Telephone conversations
- Pre-arranged appointments
- School email accounts
- Foundation Stage – Tapestry

How Parents and Carers Can Communicate with School

Parents and carers may contact school in the following ways:

- School office (in person, telephone (01704 876391) or email: admin@tsp.allsaintsmat.org and/or adminsupport@tsp.allsaintsmat.org)
- Pre-arranged appointments
- Speak to the class teacher at the end of the school day, once all children from their class have been dismissed
- Class email:
 - Nursery@tsp.allsaintsmat.org
 - Reception@tsp.allsaintsmat.org
 - Y1@tsp.allsaintsmat.org
 - Y2@tsp.allsaintsmat.org
 - Y3@tsp.allsaintsmat.org
 - Y4@tsp.allsaintsmat.org
 - Year5@tsp.allsaintsmat.org
 - Y6@tsp.allsaintsmat.org

Class email accounts are checked once per day, each school morning before 8.30 am. **Urgent matters should be directed to the school office.**

Staff Availability

Staff are usually able to meet with parents or take telephone calls between **8:30am and 4:15pm** each school day. However, as staff have teaching duties, meetings and other professional responsibilities, availability may vary. Prearranged appointments are encouraged where possible to ensure focused, high-quality discussions.

We aim for communication to be:

- Open
- Child-centred
- Solution-focused

We encourage concerns to be raised early so they can be addressed effectively.

Resolving Concerns

1. We encourage parents to speak to their child's class teacher first
2. If needed, escalate to the Headteacher or in their absence a member of the school's leadership team.

As a staff, we will:

- Take concerns seriously
- Provide clear, personalised responses
- Follow issues through to resolution wherever possible

Response Timeframes

- Acknowledgements will usually be provided within **48 working hours (excluding evenings, weekends and school holidays)**
- Full response, where required, will aim to be provided within **5 school days**

All communication between home and school should be:

- Respectful
- Professional
- Constructive

Communication that is inappropriate may not receive a response and could be escalated to the appropriate authorities.

Working Together

We are proud to be a caring school built on strong relationships. By working in partnership, we can ensure every child is supported to thrive.

Review

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

Reviewed 2026

To be reviewed Summer term 2027