



Aston by Sutton Primary School

Communication Policy

Finance and Resource Committee	
Date of Policy	04 February 2026
Reviewed	04 February 2029
Signed Headteacher: A.J.Plant	Chair of governors: Sara Griffiths & Kim Davies

Introduction

This policy outlines the principles and methods of communication between Aston by Sutton Primary school, parents, pupils, staff, and the wider school community. Our aim is to foster clear, respectful, and productive communication that supports student learning and wellbeing and aligns with our school values. By following this communication policy, we can ensure a supportive and respectful environment where all members of our school community feel heard and valued.

Principles of Communication

At Aston by Sutton Primary School, we believe that effective communication is key to a positive and supportive school environment. Our communication practices are guided by the following principles:

- Respect – All communication should be conducted in a respectful and professional manner.
- Clarity – Information should be clear, concise, and accessible.
- Timeliness – Responses should be provided within a reasonable timeframe,
- Collaboration – We encourage open dialogue and partnership between staff, parents, and the community to support student success.

Methods of Communication

We use a range of communication methods to ensure effective and efficient interaction with our school community. These include:

Communication with Parents and Carers:

- School Website & Newsletters – Updates on school events, policies, and announcements.
- Email & Letters – Used for official school communications, notices, and information.
- Parents Evenings – Scheduled meetings to discuss student progress and concerns.
- Phone Calls – For urgent matters or when direct communication is necessary.
- Social Media – Used to share updates and engage with the community in a controlled and appropriate manner.
- Annual Report – Provided on pupil progress and development.
- Open-Door Policy – Parents are encouraged to contact teachers.

Communication with Pupils:

- Assemblies & Class Discussions – Used to share important school information.
- School Council, Ethos and Eco Meetings – Encourage pupil voice and participation.

Communication with Staff:

- Staff Meetings – Regular updates, training, and collaboration opportunities.
- Email – For communication, updates, and administrative matters.
- Staff Noticeboards & Shared Platforms – Used for sharing important documents, schedules, and announcements.

Expectations for Communication

For Parents:

- Check emails and school messages regularly.
- Communicate concerns respectfully through the correct channels.
- Follow school policies on appointments and meetings.
- Be available for meetings during school hours at a mutually convenient time.
- Be solutions focused.

For Staff:

- Respond to parent queries within two working days (excluding weekends and holidays) within working hours.
- Arrange any meetings within teachers working hours at a mutually convenient time.
- Record notes on CPOMS and share any concerns with SLT.
- Where needed, have a colleague at a meeting.
- Keep communication professional and in line with safeguarding policies.
- Use school-approved platforms for all official communication.
- Staff Professionalism – All staff members are trained professionals who apply their expertise to ensure the best outcomes for pupils. Parents and the wider community are encouraged to trust staff judgment and decisions.
- Respectful Interactions – All communication between parents, staff, and pupils should be conducted with courtesy and respect. Aggressive, inappropriate, or disrespectful communication will not be tolerated.

Appointments and Meetings

Meeting Expectations

- Meetings should be solution-oriented and conducted with mutual respect.
- Staff will listen to concerns and provide clear feedback or actions where applicable.
- If a resolution is not reached, a follow-up meeting may be scheduled.
- Meetings may be held in person, by phone, or via video call, depending on circumstances.

Parent-Teacher Meetings

- Scheduled Meetings: Parents meet teachers bi-annually at prebooked parent's evenings. Parents of children with SEND meet teachers at prebooked parent's evenings 3 times a year.
- Additional Meetings: Parents can request a meeting with the class teacher by contacting the school office or the class teacher via email to arrange a mutually convenient time within school hours.
- Response Time: The school aims to respond to meeting requests within two working days (excluding weekends and holidays).
- There may be occasions where a member of the SLT is also present in a parent meeting.

Meetings with Senior Leadership Team (SLT)

- Requests for meetings with the Headteacher, Assistant Head, or SENCO should be made via the school office after a meeting has been held with the class teacher.
- The school will arrange an appointment within five working days, subject to availability.

Urgent Meetings

- For urgent matters (e.g. safeguarding concerns), parents should contact the school office.
- Emergency situations will be prioritised by the relevant staff member.

Missed or Cancelled Appointments

- If a parent cannot attend, they should inform the school as soon as possible.
- If a staff member is unavailable due to unforeseen circumstances, an alternative date will be offered.

Handling Complaints & Concerns

If parents or members of the community remain concerned, they should follow the school's complaints procedure, starting with the class teacher before escalating to senior staff. Concerns must be addressed respectfully and confidentially.

Confidentiality & Safeguarding

- All communication must follow GDPR and safeguarding policies.
- Sensitive issues should not be discussed via public forums or social media.

Monitoring & Review

This policy will be reviewed every 3 years to ensure it remains up to date.