



The Brow CP School

Policy on Communication with Parents and Carers

1. Purpose

This policy sets out clear expectations for how school staff communicate with parents and carers, to ensure that communication is:

- Respectful and professional
- Clear and timely
- Focused on supporting students' learning, wellbeing, and safety

2. Principles

- Partnership: We recognise parents and carers as key partners in their child's education.
- Respect: All communication will be polite, constructive, and solution-focused.
- Clarity: Information will be shared in a way that is easy to understand, avoiding jargon.
- Confidentiality: Staff will handle all communications in line with data protection and safeguarding requirements.
- Accessibility: The school will make reasonable efforts to meet communication needs (e.g., interpreters, translated materials, alternative formats).

3. Methods of Communication

The school may communicate with parents and carers through:

- Written communication: letters, newsletters, text messages (via School Spider or FSW phone), emails, and school apps.
- Verbal communication: phone calls and face-to-face meetings (by appointment).
- Digital platforms: the school website, parent portals, and official social media channels.

Unofficial or personal channels (e.g., personal social media accounts, personal phone numbers) must not be used by staff to communicate with parents/carers. Similarly, parents/carers must not attempt to communicate with staff via any personal channels please.



4. Response Times

- Staff will aim to acknowledge emails or phone messages from parents/carers within two working days, as most staff are working directly with children and unable to check emails during teaching hours. If more than a short response is required, staff will provide a full response within five working days.
- Urgent safeguarding or wellbeing concerns will be prioritised.
- Staff are not expected to respond to communications outside of normal working hours (8.30 am - 4.30 pm) or during school holidays.

5. Meetings with Parents and Carers

- Meetings should be scheduled in advance, at mutually convenient times.
- A record may be kept of meetings to support follow-up actions.
- Where sensitive or complex issues are discussed, a second member of staff may be present.

6. Roles and Responsibilities

- Teachers: Communicate about learning progress, classroom concerns, and subject-specific matters.
- Teachers/Leaders/Admin staff/Pastoral staff: Communicate about pastoral matters, attendance, and behaviour.
- Senior Leadership Team (SLT): Communicate about whole-school policies, serious incidents/concerns, or complaints.
- Office staff: Provide information about administrative, logistical matters, and attendance.

7. Respectful Behaviour

- The school expects staff, parents, and carers to treat each other with respect. This includes during face to face, written, telephone, or online communication.
- Aggressive, abusive, or disrespectful communication will not be tolerated. Where necessary, the school may restrict communication to formal channels.

8. Monitoring and Review

This policy will be reviewed annually by the Senior Leadership Team and shared with staff, parents, and carers.



Summary: Communication Between School and Parents/Carers

Our school values strong partnerships with parents and carers. This summary sets out the key points of how we communicate to support students' learning and wellbeing.

How we communicate

- Letters, newsletters, text messages (School Spider or FSW mobile), emails, and school apps
- Phone calls and face-to-face meetings (by appointment)
- School website, parent portal, and official social media
- ✗ Personal phone numbers or social media are not used

Response times

- We aim to acknowledge messages within 2 working days
- Full responses usually within 5 working days
- Urgent safeguarding concerns will be prioritised
- Staff are not expected to reply outside school hours (8.30 am -4pm) or holidays

How Parents and Carers Can Communicate with Staff

- Use official school channels: email, phone calls, parent portal, or letters
- Arrange meetings in advance when discussing learning, wellbeing, or concerns
- Keep communication respectful and clear
- Avoid contacting staff through personal social media or personal phone numbers

Meetings

- Arranged in advance at a convenient time
- May include a record of discussions and actions
- A second member of staff may join for sensitive matters

Respectful communication

- Staff, parents, and carers must treat each other with respect
- Aggressive or abusive communication will not be tolerated
- In serious cases, communication may be restricted to formal channels

Review

This policy is reviewed every year by the school leadership team.