

Vale Primary School

Communication Policy



'Value All Learners Equally'



URCNC Article 1: Everyone under 18 has rights

URCNC Article 3: Adults must do what is best for me

URCNC Article 19: I have the right to be protected from being hurt or badly treated

URCNC Article 28: I have the right to an education

Approved by:	Lauren Eyton-Jones	Date: April 2025
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Aim

Effective communication is fundamental to the success of Vale Primary School. This policy outlines our commitment to fostering clear, open, and respectful communication among all stakeholders, including pupils, staff, parents and carers, and the wider community.

At Vale Primary School, we are committed to fostering effective communication that supports our vision, values and culture. By implementing this policy, we aim to create an inclusive and engaging environment for all stakeholders. Your child's welfare and progress is our primary concern and this is the spirit in which any professional advice is given. Should it be necessary, we will refer you for professional advice outside the school environment and work together towards a solution to any concern/problem. At no stage need any of our learners or parents who have voiced a concern/problem, be afraid that they or their child/ren will be victimized or discriminated against by any of the staff. It is imperative that we maintain a positive partnership in the very best interests of your child/ren.

Forms of Communication

Communication in school can take various forms, including:

- Verbal (spoken and written words)
- Non-verbal (body language, gestures, facial expressions)
- Visual (images, symbols)
- Electronic (digital messaging, social media)

Purpose of the Policy

The purpose of this communication policy is to:

- Establish clear communication channels within the school community.
- Ensure that all stakeholders are informed and engaged.
- Promote a culture of respect, safety, and kindness in all communications.
- Align with the school's vision of valuing all learners equally.

Roles and Responsibilities

1. School Leadership Team

- Oversee the implementation of the communication policy.
- Ensure that communication channels are effective and accessible.
- Provide training and resources to staff on effective communication practices.

2. Staff Members

- Communicate regularly with pupils and parents regarding academic progress and school events.
- Engage in professional development related to communication skills.

3. Parents and Guardians

- Actively participate in school communications, providing feedback when necessary.
- Support their children's learning by staying informed about school activities and policies.

4. Pupils

- Engage in open communication with teachers and peers.
- Share feedback and concerns in a respectful manner.

5. Wider Community

- Collaborate with the school on community events and initiatives.
- Provide support and resources to enhance school communication efforts

All communications at Vale Primary School should:

- Keep staff, pupils, parents/carers and other stakeholders well informed
- Be open, honest, ethical and professional
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, message and audience.
- Be compatible with our core values of kindness, respect and safety.

Staff (teachers, learning support assistants, admin assistants, caretakers, cleaners and lunchtime supervisors) will...

- Remain calm and professional
- Provide professional follow up should it be required
- Keep appointments
- Ensure that all members of SLT have access to class dojos
- Send a termly newsletter at the beginning of each term setting out learning for each year group for the term ahead
- Share a weekly dojo post about learning for the following week
- Share updates throughout the week, some of which will include photos of learning on Class or School Story.
- Respond to communication from parents in line with this policy and other relevant policies
- Work with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Read and respond to emails/dojos in a timely manner (within 24 hours of receipt during the working week)

<p>Parents/carers will...</p>	<ul style="list-style-type: none"> • Make every reasonable effort to address communications to the appropriate member of staff in the first instance - see Appendix 1 • Ensure that communication with the school is always respectful • Respond to communications from the school (such as requests for meetings) in a timely manner • Check all communications from the school • Understand that staff may not always respond promptly to communication outside of their working hours. Hours of response are between 8am and 5pm Monday to Friday during term time. • Avoid discussing their individual concerns with other parents or third parties • Keep arranged appointments • Foster close links with the school and attend specific pastoral and academic parents' evenings relevant to the age of their child/ren. • Collaborate with the school in developing the full potential of their children. • Support the staff in their implementation of policy and procedure. • Work with the school in a climate of mutual respect. • Refrain from requesting to see, or talk to, teachers during teaching time.
<p>Pupils will...</p>	<ul style="list-style-type: none"> • Relay information to parents on a regular basis about school activities and events that affect them. • Pass on any written communication from the school to their parent/ carers

Unacceptable communication and behaviour

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the school community include:

- Shouting either in person or over the telephone at any member of the school community
- Inappropriate posting about the Vale Primary School community on social networking sites
- Speaking in an aggressive/threatening tone (including emails and other written communication)
- Physically intimidating , e.g. standing very close
- The use of aggressive gestures
- Physical or verbal threats towards other adults or children
- Shaking or holding a fist towards another person
- Swearing
- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Any inappropriate or targeted comment in relation to appearance, age, sex, race, religion, disability, sexuality or gender
- Deliberately ignoring our protocols e.g entering the school without permission, ignoring instructions from the caretaking team and/or Special Constables, ignoring instructions from staff on duties.

The process the school will follow in the event of a parent or carer breaching expectations:

The school reserves the right to take any necessary actions to ensure that members of the school community are not subject to abuse. This will comprise of:

1. Logging incidents with the Headteacher who will discuss the matter with the parent or carer in the first instance, or delegate this to another member of the Senior Leadership Team.
2. Dependent on the severity of the incident, including previous incidents, school may:
 - Verbally speak to the parent or carer
 - Formally write to the parent or carer:

The headteacher reserves the right to cease all school verbal communication with a parent or carer.

The headteacher reserves the right to only engage in written communication concerning a child's attainment, progress and well-being (any safeguarding issues would override this position).

- Inform a senior member of the Education Department
- Inform a member of the Education committee
- Impose a fixed term ban from entering the school property

If a ban is imposed:

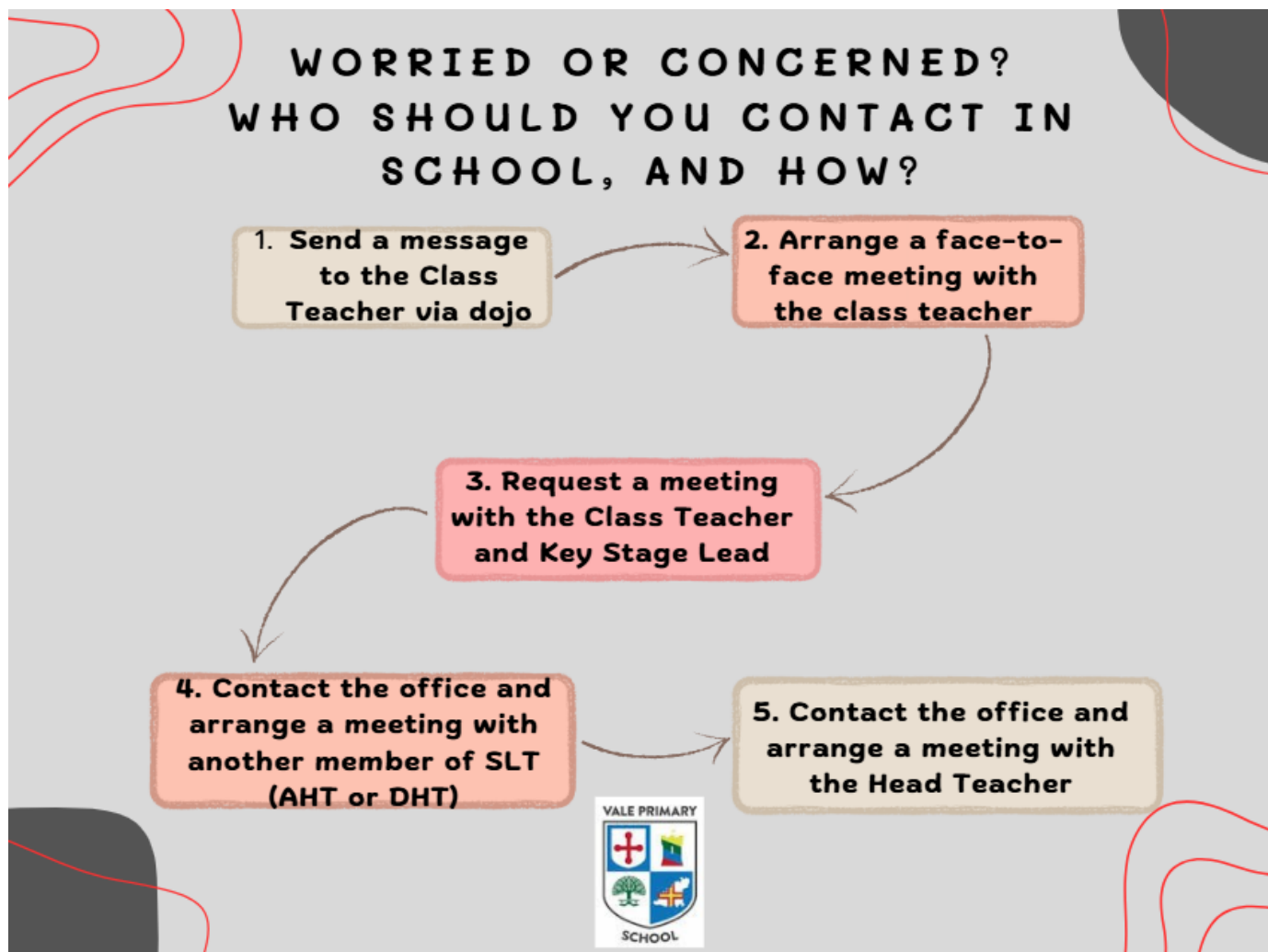
The school is not responsible for organising arrangements for children in the above circumstances. Parents and carers will need to provide alternative arrangements for bringing children into school.

The school will remain in contact with the parent or carer via telephone or email until such time that the ban is lifted.

Parents have the right of appeal by writing to the Education Services within ten days of permission to enter the school premises being withdrawn.

Appendix 1

Any correspondence regarding absence, medical appointments or administrative matters should be directed to the school office in the first instance. Please see the flowchart below for the appropriate staged process to follow to make contact, or address any concerns, with school.



Review

This policy will be reviewed every 2 years. The Head Teacher may review the policy earlier than this, if elements of the policy need to be altered prior to the review date.