



Communication Policy

"I have come in order that you might have life – life in all its fullness."

John 10:10

Christ taught us that his purpose was to give life in all its fullness. Through our Christ like attitude we seek to do the same.

This is at the heart of all we do.

Written by	Headteacher
Policy reference material, guidance or link policies	• Positive Behaviour for Learning • Attendance • SEND • Safeguarding
Reviewed by	
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1. Overview

Kingsholm C of E Primary School aims to be an inclusive and welcoming school where every member of the school family feels involved in its activities, is aware of what the school does, and the reasons why. The aim of this policy is to ensure that all communication from the school is accurate, honest, timely, and relevant. We also recognise that the way in which we communicate reinforces the school's vision, values and aims, which reinforces the emotional connection the school has with its community.

It is very important to us that we work closely in partnership with parents/carers and families, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

We ask all staff to ensure that they listen to parents' concerns and worries and frame all conversations with our school vision, values and aims in mind. We place great value on the views and feedback of parents and, where there are concerns, we want to work in partnership to find a long-term solution and to offer support where necessary, treating families with the respect and compassion they deserve.

We also ask that parents/carers communicate their worries, concerns and queries in a way which also supports our school vision, values, and aims. We have a dedicated team of staff who work tirelessly to provide the children with the very best educational experience they can, and we believe that they deserve to be treated with respect and compassion.

2. Contacting the School

Email

For general enquiries, please use the virtualoffice@kingsholm.gloucs.sch.uk email address. Members of staff cannot check emails consistently throughout the day, and the school does not expect school emails to be checked during a member of staff's personal/family time. We aim to respond to you as soon as possible and within 48 hours should the email require a response. Part-time staff may take longer to reply due to their working week.

Telephone

Please use the main reception number (01452 530777) to leave a message should you need to speak with a member of staff. A member of our office team will relay messages to teachers as soon as possible. Please note that the school office operates between 8.30am and 4.00pm Monday to Friday. If a call is urgent, please inform the member of staff taking your call, who will do their best to find a

senior member of staff to speak to you as soon as possible. Please note that lessons will never be interrupted for teachers to take calls.

Changes to pick and drop off arrangement for pupils

If you need to inform the school of a change in pick up arrangements for your child, parents/carers must adhere to the following guidelines to always ensure the safety of children;

Please inform the class teacher of any changes to pick up, via class dojo or ringing the school office

If parents/carers need to make a sudden change to pick up arrangements during the school day, they must phone the school office directly and speak to a member of staff.

Please do not email with changes to arrangements as we cannot guarantee that the email will be picked up in a timely manner. Our members of staff have multiple roles and are routinely required to work away from their desks.

How do I speak with my child's class teacher?

For general notices to teachers, or concerns relating to their child's learning or wellbeing, parents should send a message via class dojo. This is by far the best way to get a message to them promptly and should be used for most everyday communication.

Teachers endeavour to respond to parent/carers queries at the earliest opportunity and will do their best to do so. However, the majority of a teacher's time is spent teaching and preparing lessons.

Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is asked. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time, which includes evenings, weekends, and holidays.

Teachers will always aim to respond to parents within 48 hours (2 working days) of receiving a message. This may be an acknowledgement in the first instance, should the matter require a more detailed discussion at a mutually agreed, later date.

Who should I speak to if I have concerns about my child's wellbeing or learning?

The day-to-day care, education and safety of your child is generally managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

The Class teacher – this person knows your child best and has first-hand experience of working with them on a day-to-day basis.

The Middle Leaders – leaders who are responsible for the wellbeing, teaching and learning within your child's year group.

Our Middle Leaders are;

Miss Burkett – Year 6

Mrs Mountain/Mrs Jeffreys – Year 5

Mr Foulds-Byczok – Year 4

Mr Wilson – Year 3

Mr Cory – Year 2

Mrs Garrod – Year 1

Mrs Manning – Early Years Foundation Stage (Reception Classes & Nursery)

Our Senior Leaders are:

SENDCo – Miss Ginn
Enrichment Manager/DSL - Miss Field
Business & Operations Manager – Mrs Howe
Assistant Headteacher –Mrs Howarth
Acting Deputy – Mr Edwards
Acting Head Teacher – Mrs Hanson

As always, parents are welcome to approach any member of the team with a query, who will in turn guide the parent to the person they should speak to.

Who should I speak to if I need to inform the school of an urgent matter?

If you urgently need to see someone, for example if there is a serious family emergency, please phone ahead and the office staff will do their best to arrange for a senior member of staff to see you. If you are unable to call ahead, we will ensure a member of staff will be available for parents to speak to on arrival.

Safeguarding and Child Protection

If parents or carers wish to share a safeguarding or child protection concern with the school, they should speak with our Designated Safeguarding Lead (Miss Field) or a Deputy Designated Safeguarding Lead (Mrs Pascoe, Mrs Hanson or Mr Edwards) in the first instance. They may also wish to contact the Gloucestershire Safeguarding Children's Team using the number below.

Children's Helpdesk Mon-Fri 01452 426565

Should parents/carers believe that a child is at immediate risk of serious harm, they should contact the police immediately.

Please refer to our Safeguarding and Child Protection Policy for more information.

Parent Governors

The role of a parent governor is no different from any other governor. Governing Bodies make strategic decisions and work together to develop vision and strategy for the school.

Parent Governors offer a parental perspective to issues being discussed; however, they are not expected to represent the parent's body or act as a spokesperson. Bringing this parental perspective is important, but it sits within the board's overall responsibility to engage with parents as a collective. Parent Governors are always impartial and help the board to make strategic decisions in the best interests of the whole school community. Parent governors will signpost parents with any specific queries to follow the lines of communication outlined above.

I am worried that my child may have a special education need or disability. Who should I speak to? We have a clear, staged process so that all stakeholders understand what happens if a teacher or parent raises a concern about a child's presentation or progress, they are making in class. By using this staged approach, we aim to ensure that no concerns "slip through the net" and everyone has a shared language about where we are and what might happen next. For more information in relation to the stages of SEND Identification and processes please refer to the SEND policy on the website.

[\[1067143\]SEND Policy 2025.pdf](#)

3. Communication about Learning

How do I know what my child will be learning about in the year and how they are getting on?

School Website

The School Website is a means of sharing information on policies and practices with parents. It also allows parents to see dates ahead through the school calendar. Letters and key information can also be found under the "Parents" section.

School Newsletters

Newsletters enable the school to share updates, pupil achievements, and news in one place.

Newsletters are sent out fortnightly via ping. If you would like a paper copy, please let the school office know.

Class Dojo

By accessing Class Dojo from home, parents can see photographs and videos posted by their child's teacher and read updates from the teaching staff about day-to-day learning and special events.

This is a secure platform, and parents must provide consent for pupils to appear on Class Dojo. If you need any help logging onto Class Dojo please ask your child's teacher or a member of the office team.

Time To Talk (Parents Evenings)

All parents are invited to Time To Talk twice yearly. The meetings give parents and class teachers the opportunity to talk through each child's progress, and time to look at work completed by the child during the term. Parents are allocated a 15 minute time slot; if more time is necessary, staff will be happy to arrange another meeting.

Annual Report Each year, parents receive an annual report outlining their child's attainment and progress across the curriculum as well as comments on behaviour and general school achievements.

Curriculum Overview

Each year group will publish a curriculum overview (6 times per year) for families which will outline key learning units for the term ahead.

Curriculum information

The school outlines the curriculum for each year group across each subject area for the year ahead, and this will be added to the website during the 2025/26 Academic Year.

Information evenings

Each year the school runs several events and information opportunities which we hope parents find useful. Subjects such as the reception welcome meeting and curriculum related subjects are covered and assist the school in sharing key information.

Showcase Opportunities

These are informal events, where parents are invited to visit their children's classrooms. Showcases are designed to provide families with an opportunity to share a piece of work which is important to their children. Please could we ask that parents do not use this as a time to raise concerns with teachers as this can be difficult for teachers to manage in such a public forum.

4. School Communication with Families

There are various ways in which we communicate with our parents. We hope that the information below will assist parents in understanding the purpose of each form of communication.

Face to face meetings Where possible, our preferred means of communicating with an individual parent is through a face-to-face meeting. This enables both the school and the parent to discuss matters in a considered and thoughtful manner and is more likely to lead to a positive outcome for all. Where a teacher needs to speak to a parent regarding a matter which has occurred during the school day, the child will be the last member of the class to be dismissed and the teacher will sensitively ask the parent to speak with them if they are available to do so at the end of the day. Hopefully this will ensure that parents feel less conscious about being asked to speak to their child's class teacher. We want to avoid parents feeling that they are being singled out as part of this support and we are determined to make sure this does not happen.

Email

Our email opportunity to contact re school information is via the virtualoffice@kingsholm.gloucs.sch.uk.

Through the Virtual Office Button on the website, parents can do the following:

Update your child's medical information form

Make changes to your child's records e.g., new telephone numbers or addresses

Make a request for leave of absence during term time

Complete the Traveller Absence Form

Complete the Y6 Walking Home Alone School Permission Form

Text Messaging Service (PING)

Ping messages are used for reminders, information and more urgent messages such as the cancellation of an extracurricular after school club, or rescheduled timings for events. Please see a member of the office team if you would like any help accessing ping as this is a vital communication tool that we use regularly.

Parent working parties and feedback groups

From time to time, the school seeks to engage with parents on a variety of key issues relating to policy and practice. These meetings are organised in relation to the school's priorities.

Parent Questionnaires At times the school will seek either general or more specific views of parents on a number of school-related matters. This information is usually gathered by questionnaire, and we use an online platform to gain parents' views.

Parent Representative Forum

The Parent Representative Forum is an important communication link between parents and the school which we will be setting up during the 2025/26 Academic Year. We have scheduled three meetings per year, one per long term. The aim of this group will be to provide parents with an awareness of the wider school picture, how decisions are made, and the reasoning behind them. The school also wants to share potential projects and ideas with the group to gain important feedback. It is hoped that through an improved understanding of how and why things are done, parents are encouraged to remain active and better-informed partners and participants in the life of our school. The parent forum is open to all parents in school. This forum will not provide an opportunity to discuss individual children or members of staff; communication routes for these discussions are outlined elsewhere in the policy.

Social Media

We understand that social media platforms are a useful way for parents to communicate with each other about school matters. Where there is a concern or a problem, we would always ask that the parent contacts the school in the first instance so that we are able to work together quickly to resolve the issue. We would also ask that parents refrain from making personal comments about members of staff and pupils as this could cause great upset and offence if individuals become aware. Equally if comments are directed against an individual, it is a criminal offence and will be regarded by the police as common assault.

Class Dojo

Leaders and Teachers do send reminders to families via Class Dojo but these would usually be reminders about things already stated in a newsletter, or via ping.

Letters and Phone Calls

From time to time, you may receive a phone call or a letter relating to a particular matter that is not covered elsewhere in this policy.

5. Meetings

How are meetings arranged in school?

Meetings should always be pre-arranged with members of staff as this gives dedicated time to listen to concerns and worries. Where parents feel they must share a worry or concern with the class teacher, they are welcome to visit the school office between 8.30 and 8.35am. Please note that it is not always possible to see the teacher in person; however, a message can always be relayed to them should this be the case.

For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands. Where there are complex needs or where the concerns relate to Special Educational Needs or Disabilities, a longer period may be required to gather information prior to the meeting. A time frame will always be shared with parents.

6. Concerns and Complaints

I have followed the school's process for raising a concern about my child's wellbeing or learning with the class teacher and middle leader and I am still worried – who should I speak to?

Speak to a Senior Leader. Whilst all members of our team are committed to providing the very best care and attention for our families, it may be necessary to involve the support and guidance of a Senior Leader. The Senior Leaders in our school are – Mrs Hanson, Mr Edwards, Mrs Howarth, Miss Ginn, Miss Field and Mrs Howe.

I have contacted the school and haven't received a response – what should I do?

If you have not received a response from the school within three working days, please contact the school by phone or by emailing virtualoffice@kingsholm.gloucs.sch.uk and we will chase up your enquiry. The school will always do its utmost to resolve parents' worries or concerns. Should parents feel they have exhausted all lines of communication, and a concern remains unresolved, parents should speak with the Headteacher as a matter of urgency. Following speaking to the Headteacher,

should the concern remain unresolved, and parents remain dissatisfied with the school's actions to date, they are asked to refer to the school's Complaints Policy.

What can school staff expect from members of our school community?

All members of staff, the Governing Body and volunteers have a right to expect that their school is a safe place in which to work. Violence, threatening behaviour and abuse against school staff or other members of the school community will not be tolerated. Where such behaviour does occur, action will be taken to deal with the person or persons concerned.

Appendix 1:

Quick Reference Guide for Communication Information

Class teacher	- If you have any concerns about your child. - Day-to-day sharing of information e.g. forgotten PE kit/lunch or change of pick-up arrangements. Once this has been shared with the class teacher, also let the office team know if this related to attendance. - Updates about learning and attainment progress. - Support for children in class. - Support for use of Class Dojo (Nursery to Year Six) or Tapestry (Nursery and Reception).
Year Group Lead	- Support with communication in absence of the class teacher. - Sharing information across the year group – not just specific to one class.
Office Team	- To raise a leave of absence request. - When informing the school about your child's absence e.g. sickness or medical appointment. - Keeping up to date with changes in contact details, address or medical records for your child. - Changes to your child's collection arrangements. - Administering a prescribed medicine – the office will support to complete the appropriate form. - Pastoral needs and support for families – this will then be shared with the appropriate staff member to make contact. - Difficulties with school ping or access to Breakfast Club, Cool Kids or Buffer Club.

If you have a safeguarding concern, please raise this with the Designated Safeguarding Lead (Lucinda Field) or a member of the Deputy Designated Safeguarding Team, (Hayley Hanson, Cathy Pascoe or John Edwards.)