



Communication Policy

2025-2026

Ratified by: FGB

Date: 5th February 2026

Next review due by: January 2027

***'Stay alert and hold firmly to all you believe. Be mighty and full of courage. Let love and kindness be the motivation behind all that you do.'* 1 Corinthians 16:13-14**

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1. The aims of this policy

At Brimscombe C of E (VA) Primary School, we believe that effective communication is the cornerstone of a thriving educational community. Our communication policy aims to foster an open, inclusive, and transparent environment where students, parents, and staff can engage meaningfully. By establishing clear channels and protocols, we strive to ensure that all members of our school community are informed, involved, and empowered to contribute to the success and well-being of our children.

2. Role and responsibilities

(a) Headteacher

The head teacher is responsible for:

- Ensuring that communication with parents is effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

(b) Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Acceptable Use Policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Ensuring that all communications are treated as confidential, as appropriate, within the school context.
- Ensuring that all communications are dealt with respectfully and with courtesy, in-line with the schools' vision and values.

Staff will **aim** to respond to communication within 48 hours, during core school hours (8:30am-4:00pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

(c) Parents

Parents are responsible for:

- Ensuring that communication with school is respectful at all times
- Referring to the communication flowchart included in this policy to ensure communications are sent to the right person/people

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- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from school
- Reading the key communications issued by the school through the newsletter, letters and emails sent by staff.

Parents should allow up to 48 hours for staff members to respond to communications. They should not expect staff to respond to their communication outside of core school hours (8:30am-4:00pm) or their working hours if they are part-time or during school holidays.

Any communication that is considered disrespectful, abusive or threatening and not in-keeping with our Christian values, will be addressed.

3. How we communicate with parents/carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

There are a number of different ways we communicate with parents/carers:

- Seesaw
- Parent Pay
- Email
- Phone
- Letters
- Reports
- Meetings
- School Website

Each one is used for a different purpose which is outlined below.

(a) Seesaw

Seesaw is an app used for tracking children's learning in a visual way. It is also used to set homework. Seesaw is not the main way to communicate but serves as a record of learning.

(b) Parent Pay

Parent Pay is used for payments. We use Parent Pay for the following things:

- Billing of school lunches
- Billing of Breakfast and After School Club usage
- Billing of school trips/ residential/ swimming etc.

(c) Email

Email is used in addition to corresponding with and responding to incoming communications from parents/carers, to liaising with other educational professionals/agencies and general mail.

(d) School Calendar and Newsletter

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Our newsletter (emailed every other Friday) contains upcoming events, changes to events and dates for the forthcoming weeks. If there are any changes to the events listed in the newsletter that occur before the next newsletter comes out, we will email parents directly to inform them.

There is a school calendar on our website – www.brimscombe.gloucs.sch.uk – where the dates for upcoming events across the year can be found.

(e) Telephone

Telephone correspondence should be used as a primary communication platform in the following circumstances:

- Communicating about pupil absence from school
- Communicating urgent matters e.g. change of circumstances for pick-up & medical matters.
- More serious behaviour incidents
- Safeguarding related incidents or correspondence

Should your call not be answered, there is an answering service available to take your message. If the call requires a response, we aim to do this within 1 working day during term-time.

(f) Letters

We send the following letters by email or as a paper copy using children's bookbags for delivery, concerning the following things:

- Trips and visits
- Our fortnightly newsletter
- Repeated unauthorised absence

In addition, if a parent requires a letter to be printed this can be done by request through the school office.

(g) Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on the Phonics Screening Check and KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

(h) Meetings

We hold two parents' evenings per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEND), or who have other additional needs, will be asked to attend further meetings to address these additional needs e.g. My Plan Reviews.

(i) School Website

Key information about the school is posted on our website, including:

- School times and term dates
- Copies of the school newsletter
- Curriculum information

- Important policies and procedures
- Important contact information
- Information about Breakfast and After-School Club provision
- Lunch provider and menu

Parents should check the website before contacting the school.

4. How parents communicate with the school

Parents should use the flowchart in Appendix 1 to identify the most appropriate person to contact about a query or issue.

(a) Email

We aim to respond to emails (or arrange a meeting or phone call if appropriate) within two working days.

- All requests for pupil absences must be made in writing ie medical/hospital appointments, special circumstance requests etc.
- All medical matters that the school need to be aware of.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school and ask to speak to the relevant member of staff. If that person (e.g. class teacher) is not available at the time of the call, they will call back as soon as they are able to.

(b) Phone calls

All phone calls must be made to the school office. All matters will then be communicated to the relevant member of staff.

Urgent issues might include things like:

- Communicating about pupil absence from school before 9am on each day of absence.
- Communicating urgent matters e.g. change of circumstances for pick-up.
- More serious behaviour incidents.
- Safeguarding related incidents or correspondence.

> Meetings

If parents would like to schedule a meeting, they should email the relevant member of staff. All email addresses can be found on our school website or email admin@brimscombe.gloucs.sch.uk

We try to schedule all meetings within five working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing.

Conversations with teachers at the beginning or end of the day should be non-urgent matters that can be explained in a few minutes.

5. Complaints

If you have a concern or complaint, please follow the procedure set out in our complaints policy.

6. Inclusion

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It is important to us that everyone in our community can communicate easily with the school. Please inform us if you need any reasonable adjustments to be made in order to communicate with us.

7. Links to other policies

This policy links with our policies on:

- Staff Code of Conduct
- Complaints
- Child Protection and Safeguarding

Appendix 1. Communication flowchart

Learning or pastoral concerns	Concern relating to a special educational need (SEND)	Issue relating to staff conduct	Queries relating to school administration
Raise your concern with the class teacher in the first instance via email or phone.	Raise your concern with the class teacher in the first instance via email or phone.	Raise your concern with the headteacher in the first instance via email or phone. If it is a concern regarding the headteacher please go direct to Chair of Governors	Raise your concern with the school administrator in the first instance via email or phone.
If the problem persists, arrange an appointment to meet with the class teacher .	This may be passed onto the SENCo by the class teacher. You can contact the SENCo directly if you feel it necessary.	Arrange a meeting with headteacher to discuss further, if necessary.	Contact the headteacher to discuss further via phone or email.
Meet with the headteacher to discuss further.	Meet with the headteacher to discuss further.	Contact Chair of Governor if you feel the issue has not been dealt with to your satisfaction.	Meet with the headteacher if necessary.