



Communication Policy

Signed:	
	Scott Metcalfe - Chair of Governors

Signed:	
	David Walton-Jonas - Headteacher

Reviewed – September 2025	Next Review – September 2027
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Introduction and aims

This policy has been developed through the use of parent questionnaires and discussion with parents. We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' home learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible
- In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

Responding to communication from parents in line with this policy and the school's ICT and Internet 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)

There is no expectation for staff to respond to communications outside of school hours (9am and 4pm) or their working hours (if they work part-time) or during school holidays.

2.3 Parents

Parents are responsible for:

Ensuring that communication with the school is respectful at all times

Making every reasonable effort to access home learning materials via school website, if appropriate

This can be accessed via: www.broadwayjuniorschool.com

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 call backs/ meetings etc.) in a timely manner

Checking all communications from the school – monthly bulletins (The Broadway Bulletin), emails, Twitter feed, school website updates, and parent texting service.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent Code of Conduct.

Personal Contact Details: Home Address, Telephone Numbers, Email

The school holds emergency contact details for all pupils. It is the responsibility of parents and carers to ensure these are kept up to date. Families are strongly advised to alert the school immediately if there are any changes to contact details. Depending on the nature of the communication, the school will use the most practicable means to contact a parent/carers.

3. How we communicate with parents and 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.

3.1 Email

We will use email at times to keep parents and carers up to date with any school actions.

3.2 Text messages

We will text parents about:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our Autumn Term Welcome Letter includes a full school calendar for the year.

Where possible, we try to give parents at least 2 weeks notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

Telephone calls are the main and most appropriate methods of contacting parents/carers.

Staff will regularly contact families to discuss issues, celebrate their child's learning etc., particularly if they have not had the opportunity to meet with parents at the end of the school day.

Staff may contact families via their personal phones, however this will be under strict guidance from the Headteacher. Staff **will not** share their personal number with parents. Follow up calls will be made via the school office or by staff members contacting families at an alternative date.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our monthly Bulletin
- Termly Learning Leaflets

3.6 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 results of public examinations

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

3.8 Meetings

We hold one Parents' Evening per term. 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.

We also host 'Meet the Teacher/Curriculum Updates'. Each term parents receive a curriculum overview from their child's teacher. The overview clearly identifies the focus of

the work taking place with the class during the term and identifies how parents can support their child's learning at home. Staff are also available to discuss this further if needed.

Parents of pupils with special educational needs (SEN), or who have other additional needs, are also asked to attend further termly meetings to address these additional needs via their child's Personalised Support Plan.

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

3.9 School website and Social Media

Website address: - www.broadwayjuniorschool.com

Twitter: - [@BroadwayJuniors](https://twitter.com/BroadwayJuniors)

Key information about the school is posted on our website and social media platforms, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should always check the website and social media platforms first before contacting the school.

4. How parents and carers can communicate with the school

4.1 Email

The school email address is admin@broadwayjuniorschool.com

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school 0191 5283058

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 5 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 5 days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the school or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

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

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

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

Parents who need help communicating with the school can request the following support:

- Support in reading documents
- Support in completing paperwork/ forms requested by the school

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing board.