

Barford St. Peter's C.E. (V.A.) Primary School

Together we love; together we learn



Communication Policy

Date adopted: 24 February 2026

Review date: 23 February 2027

Purpose

This policy sets out guidelines for communication between parents/carers and the school, ensuring efficiency, safeguarding, and respect for staff availability.

Principles

- All communication should be professional, courteous, and focused on supporting pupils' learning and wellbeing, in line with our parental code of conduct policy.
- The school aims to respond to queries promptly and within agreed timeframes as outlined below.
- Communication must follow the designated channels outlined in this policy.

Communication Channels

Parents must use the school office email for all communication for the head teacher or deputy head teacher: admin3587@welearn365.com. Parents have the opportunity to communicate with the class teacher using the class email address. Teachers will respond within 48 hours from Monday to Friday.

The Headteacher's email address must not be used for direct parent communication. All messages for the Headteacher should be sent via the school office. The Headteacher will respond within 5 working days.

Telephone calls should be directed to the school office during working hours for urgent matters.

Meetings and Availability

- Teachers are not available for meetings during the mornings, however messages can be passed on and a teacher will call you as soon as they are able to, within 48 hours.
- All meetings should be pre-arranged at a mutually convenient time, and should not last longer than 15 minutes.
- We will do our best to hold meetings within 5 working days of the request.
- Headteacher meetings can be requested through the office and should always have a specific purpose.
- Headteacher and Deputy Head Teacher meetings will take place within 10 working days of the request.
- Meetings with the SENDCO regarding special educational needs will be arranged as soon as possible, within 3 working weeks. All meetings should have a specific purpose and should be in relation to an identified special educational need, which has already been discussed with the class teacher.

- Teachers are not expected to hold parents' meetings outside of the allocated and pre-advertised times.
- Parents who are separated should attend the same parents meeting appointment unless in exceptional circumstances and agreed by the head teacher.
- Senior leaders and teachers will terminate meetings if parents become disrespectful, aggressive or confrontational.

Response Times

Teachers will respond to class emails within 48 hours on working days.

The school will acknowledge office emails within 2 working days.

The Head Teacher will acknowledge and respond to emails from parents as soon as possible, within 5 working days. These should always be sent through the school office using

admin3587@welearn365.com

For matters relating to special educational needs, the SENDCO can be contacted via SENDCO3587@welearn365.com and emails will be responded to within 48 working hours (please note the SENDCO does not work Mondays).

Staff members who are Parents

Staff members who are parents must maintain appropriate professional boundaries with other parents of the school. As such, they must not respond to parental communication in a professional capacity via text message, WhatsApp or in person during social interactions.

Parents are not permitted, under any circumstance, to use staff personal phone numbers to contact them in relation to school matters, including learning or behaviour. This would be a significant breach of acceptable communication.

Record Keeping

The school reserves the right to have an impartial member of staff in any meeting to take minutes during if it feels this is necessary. Minutes will be provided for all participants within 5 working days.

Review

This policy will be reviewed annually by the Senior Leadership Team and Governors.