



Communication Policy

05 December 2024

Date	Revision Comments	Next Revision Date



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1. Introduction

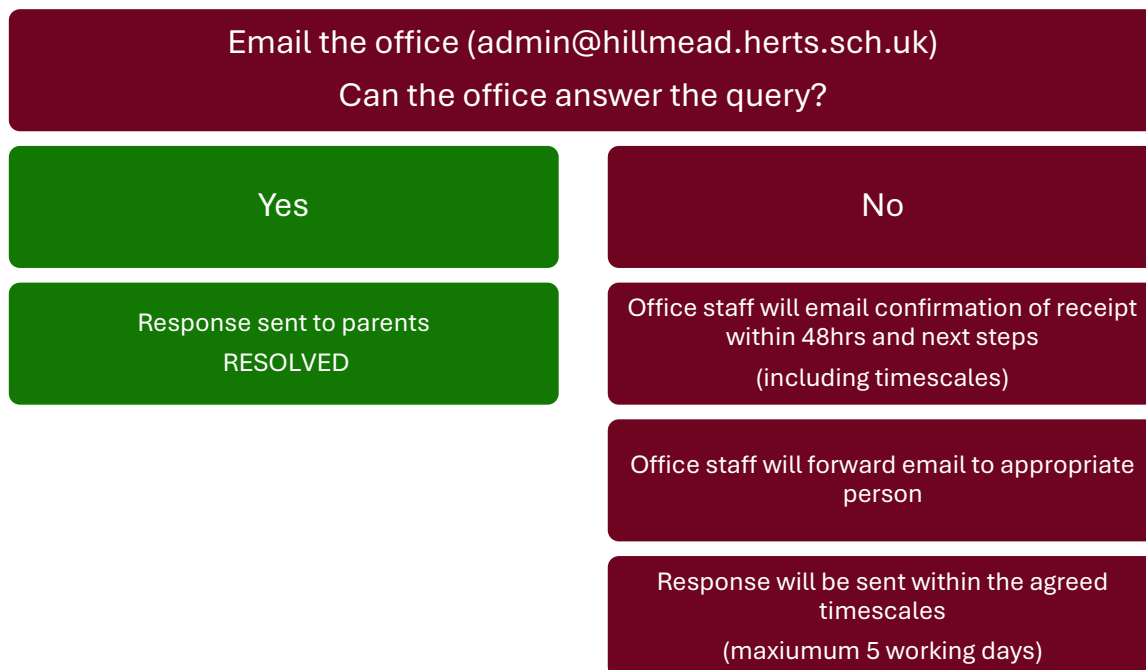
At Hillmead Primary School we highly value the on-going positive communication we have with parents and carers, the two-way process of which is vital to the successful support for and education of our pupils. Therefore, as a school, we have been considering ways to further improve mechanisms for communication between parents and the school.

We expect all parents and carers to continue to follow the approach, as outlined in the document below, communicating with members of staff through the channels indicated. This will enable liaison with the most appropriate member of staff to sort out any issues within a reasonable amount of time. In addition to the flowchart, to continue to safeguard the ability of staff to deliver high quality teaching and learning and ensure a safe environment, we shall continue to apply the following procedures:

- Members of staff are available both in the mornings and at the end of the school day. Please be aware that they may be in a position to answer a quick question, but their first priority is the safe arrival and collection of pupils from the school premises.
- To protect lesson preparation time in the mornings, staff will only be able to meet with parents after school and if an appointment has already been made. If a quick message needs to be passed to staff, then this can be done at the classroom door before 8.55am, or preferably via a message to the office
- All email communication, whether from parents to staff or vice versa, should be sent through our office email address (admin@hillmead.herts.sch.uk). This ensures that teaching staff can act on information received in an appropriate manner. Please note that office hours are between 8.30am and 3.30pm, Monday to Friday and term time only. All emails will be acknowledged by office staff before being passed to the relevant member of staff to respond to within an appropriate time frame, depending on the nature of the communication. Parents and carers should be aware that whilst an instantaneous response from the member of staff concerned is not possible, queries and concerns will be in the process of being addressed.

We would like to thank all members of the school community for their continued support for the school and its staff and also to thank parents and carers in advance for continuing to uphold the correct mechanisms for communication with school staff. These mechanisms continue to be integral to enabling the on-going success of our school, both in allowing staff to focus on teaching and learning and for parents to have clarity on how best to communicate issues and concerns to ensure that they are successfully resolved.

2. Communication flow diagram



N.B Resolution may not be achieved within 5 working days, but an update will be sent within this timescale.

3. When and how we communicate with parents/ carers

Depending on the nature of information or issue being discussed, we will typically communicate with parents through the following means:

- Email
- Letters (in writing)
- The school website (where the information is relevant to all parents)
- By meeting in person (both face to face and through a virtual meeting)

It is important that, in the interests of all the children in the class, the teacher is ready to start the class on time so learning can begin. For this reason, conversations with teachers before school are not permitted unless the matter is urgent.

We do not typically expect staff or members of the Senior Leadership Team to communicate with individual parents via email as this becomes time consuming and can be detrimental to the day to day running of the school.



4. Acceptable Behaviour and Working in Partnership

We are fostering a community where people are treated with respect and courtesy. It is important that parents do not approach a child who is not theirs about a concern as this is not appropriate. It is also important that parents do not try to address their concerns directly with other parents where those concerns relate to incidents between children that happened in the school setting.

We are happy to meet with parents to discuss matters and to try and resolve concerns, however we will not tolerate any abuse towards our staff or other member of the school community. Raised voices, aggression, unnecessarily accusatory language, swearing, or threatening behaviour towards staff, pupils or other parents will result in immediate termination of the meeting. In serious cases the police may be called.

We will not tolerate confrontational, inappropriate, or bullying behaviours from parents in public, in communications to staff or on social media.

If this behaviour occurs, parents will be warned in writing that a repeat of the behaviour will result in a limitation on how they can communicate with the school and how the school will communicate with them. These restrictions include (but are not limited to):

- A ban from school premises.
- The school only accepting communication from a parent at a set time and on a set day.
- Communication only being allowed by letter.
- Communication only being allowed through a third party.

In the event of a repeat of behaviour, or in serious cases during the first incident, the Headteacher will write to the parent imposing a ban in communication to the school other than for essential purposes (absence notification / incident at school etc.). The ban will range in length depending on the seriousness of the behaviour. Parents will be informed in the banning letter of their right to appeal the ban through writing to the Chair of Governors.

For additional information please refer to our complaints policy