



Communication Policy

Oakfield Junior School

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	Based on The Key Model Policy
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1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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

See list below for details about who is responsible for managing the following online communication systems

Marvellousme: class teacher & IT leader

Online Learning Resources/Apps: class teacher & Subject Area leaders

Wisepay: office admin manager

Schoolcloud: office admin manager

RMunify (email/googlemeet/googleclassroom): IT leader

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 IT 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)

Staff are not expected to respond to communications outside of school hours 8:30am-4:00 on the days they work or during weekends or school holidays. Part time staff are not expected to respond to communications on the days they do not work.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- 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 the school

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our keeping school staff safe from threats and abuse policy.

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 use email to keep parents informed about the following things:

- Upcoming school events
- Trips and visits
- Newsletters
- Community magazines etc.
- Scheduled school closures
- School surveys or consultations
- Class activities or teacher requests
- Achievements & celebrations
- Payments
- Information about clubs and after-school provision

3.2 Text messages

We will text parents about:

- Short-notice changes to the school day e.g. clubs
- Emergency school closures (for instance, due to bad weather)
- Delay in school trips

3.3 School calendar

Our school website, and newsletter includes a full school calendar for the term.

Where possible, we try to give parents at least 5 working days 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/newsletter.

3.4 Phone calls

Staff are encouraged to communicate with parents regularly regarding pupils performance (both positive and negative) this is sometimes done by phone or by email or a note in the planner

3.5 Letters

Most written communication is conducted via email. For the very small cohort of children whose parents do not have access to email, a paper copy of any relevant correspondence is printed and given to the child to take home. Parents are expected to check their child's bag for any letters sent home.

3.6 Homework books/school planners

Pupils are encouraged to make use of their planners on a daily basis. Parents are asked to sign pupil's planners each week and are asked to use these as another form of communication. School staff carry out a daily check to see if there are any comments or notes from parents in planners.

3.7 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
- Termly targets
- A report on 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).

3.8 Meetings

We hold termly parents' consultation meeting(s). 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' consultation meetings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.9 School website

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

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

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

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 two staff working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

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

4.2 Phone calls

If you need to speak to a specific member of staff and this can not be dealt with via email please phone the school office and the relevant member of staff will contact you.

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 2 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
- Pickup arrangements before 2pm
- Attendance (clubs, school)

For more general enquiries, please e-mail the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), 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 end of the school day on most afternoons except Wednesday 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 are welcome to bring an interpreter (friend/family member) with for support.

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 two years. The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- IT and internet acceptable use policy
- Keeping school staff safe from threats and abuse policy
- Staff code of conduct
- Complaints Policy
- Home School Agreement

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on parent@oakfield.surrey.sch.uk or 01372 374781. The office will forward your request on to the relevant member of staff. The office is open from 8:30am-4pm. Messages can be left on the answering machine.
- Email the most appropriate address (class teacher in the first instance)
- Include your child's full name in the subject line

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 48hrs.

Email contact details for all staff members listed below can be found on the school website under our school family staff tab

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher
My child's wellbeing/pastoral support	Your child's teacher/ELSA/Thrive/ SENDco/Deputy DSLs/DSL & Headteacher head@oakfield.surrey.sch.uk dsl@oakfield.surrey.sch.uk gary_myers@oakfield.surrey.sch.uk emily_buckler@oakfield.surrey.sch.uk
Payments	School office - parent@oakfield.surrey.sch.uk .
School trips	School office - parent@oakfield.surrey.sch.uk .
Attendance and absence requests	If you need to report your child's absence, call on 01372 374781 and/or email parent@oakfield.surrey.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	<p>All absence needs to be confirmed in writing, so please follow up any phone calls with an email</p> <p>If you want to request approval for term-time absence, contact office to ask for an Absence Request Form also downloadable from the website: parent zone / attendance and punctuality</p>
Bullying and Behaviour	<p>class teacher/DDSLs/Headteacher & DSL/SENDco</p> <p>head@oakfield.surrey.sch.uk</p> <p>dsl@oakfield.surrey.sch.uk</p> <p>gary_myers@oakfield.surrey.sch.uk</p> <p>emily_buckler@oakfield.surrey.sch.uk</p>
School events/the school calendar	School office - parent@oakfield.surrey.sch.uk .
Special educational needs	<p>SENDco</p> <p>emily_buckler@oakfield.surrey.sch.uk</p>
Before and after-school clubs	School office - parent@oakfield.surrey.sch.uk .
Hiring the school premises	<p>School office -</p> <p>parent@oakfield.surrey.sch.uk</p>
The Friends	<p>Friends Oakfield</p> <p>friendsofoakfieldfetcham@gmail.com</p>
The governing board	<p>Chair of Governors</p> <p>chairofgovernors@oakfield.surrey.sch.uk</p> <p>Clerk of Governors</p> <p>clerkofgovernors@oakfield.surrey.sch.uk</p> <p>Safeguarding Governor</p> <p>safeguardinggovernor@oakfield.surrey.sch.uk</p>
School meals	School office - parent@oakfield.surrey.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.