



# Communication Policy

June 2025

Chair of Governors Signature	L. Foster
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## **Our vision**

At Woodborough Woods, we 'Grow Together' following Jesus' example to 'Love your neighbour as you love yourself' (Matthew 22:37-39) because through love for one another, we can build a strong learning community ensuring that everyone has the opportunity to flourish.

### **1. Introduction and aims**

At Woods Foundation C of E School, we strive to build strong and positive relationships with parents, carers and visitors. We are committed to living our school values through every interaction we have with others. The trust, support and co-operation of parents and carers is fundamental to the continued success of our school and the well-being of our school community.

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
- Enables our children and families to feel valued and listened to

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

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations 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

### **2. Roles and responsibilities**

Executive Headteacher

The Executive headteacher is responsible for:

- Ensuring that communications with parents/ carers are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents/ carers in line with this policy and associated policies
- Working with other members of staff as appropriate to make sure parents/ carers receive timely information

- Following the staff code of conduct

## 2.3 Parents and carers

Parents/ carers are responsible for:

- Ensuring that contact information is up to date allowing school to decide the most practicable means of communication
- Ensuring that communication with the school is constructive and respectful at all times
- Checking and responding appropriately to all communications from the school and not adding to workload by expecting the staff to repeat communications and information unnecessarily
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Understanding that staff may not be able to respond immediately but will do so as soon as practicably possible
- Working constructively with staff to resolve any issues of concern
- Making reasonable requests for meetings and responses that take into consideration the many other demands on staff time as well as staff well-being
- Making every effort to positively promote the school to the wider community and not publicly undermine the school
- Any communication that is considered disrespectful, abusive or threatening will be shared with the Senior Leadership Team of the school who will respond accordingly based on the content and context.
- Parents should not expect staff to respond to their communication outside of core school hours (8.00am-6pm) or during weekends and school holidays.
- If a parent/carers is dissatisfied with the response they have received, they should follow the procedures outlined in our Complaints Policy.

## 3. How we communicate with parents and carers

Our school predominantly uses **Viva Exchange (Yammer)** to communicate with parents. The following extract is taken from the agreed terms and conditions of use, which are available within the app.

**Parents/ carers should monitor regularly to make sure they do not miss important communications or announcements that may affect their child.**

### 1. Posts and Comments

1. In general please try post Public or Private messages between 8am and 6pm Monday to Friday. Messages posted outside these times may be deleted. Staff will respond to these in an appropriate time that does not impact upon their work life balance.
2. All adults will uphold and promote the values of our school and communicate in a positive, accurate, respectful and responsible manner.

3. All parents and carers are welcome to post their thoughts and ideas in the relevant pages, and to like, share and comment on postings. We request that you do this in a positive, respectful, constructive and accurate manner.

## 2. Posting documents, images and videos

1. Only school authorised administrators have permission to allow the upload of documents, photographs, videos or external links.

## 3. Site moderation

1. The site will be monitored regularly by administrators who are authorised by the Executive Head teacher.

## 4. Misuse

1. A post can be deleted by a member of staff without notification if they deem it to be inappropriate or breach any of these usage conditions.
2. The Executive head teacher can close any person's Yammer account and report directly to relevant external bodies if required.

## 5. Staff Responsibilities

1. Should a post require a response, staff will do their best to reply within two working days between the hours of 8.00am and 6.00pm.
2. It will be at the personal discretion of the staff if they reply to a comment on the site outside of hours
3. Staff should only post between 8am and 6pm Monday – Friday.

## Types of communication include

- Upcoming school events
- Celebrations of children's work and the success of our school
- School holidays and closures
- School surveys or consultations
- Curriculum information
- School calendar
- Temporary changes to the school day (Menu changes, occasional cancellations of clubs and follow up arrangements)
- Wrap around Care
- Payments
- Emergency school closures (for instance, due to bad weather)
- Absence

- Private Vivas can be exchanged between staff and parent/carers about your child's learning/class activities/lessons/homework, your child's well-being/pastoral support and friendship issues and behaviour

### **3. School calendar**

Our school website includes a full school calendar for the academic year and details of school term dates.

Where possible, we try to give parents / carers 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 and school Viva communications.

### **Phone calls**

- Phone calls are an important part of our communication with parents/ carers and are used as needed by various members of school staff. For example:
  - If the class teacher needs to inform parents/ carers of a behaviour concern.
  - Following up previous communication as needed
  - Pastoral support

### **Letters**

We use printed letters less frequently for the purposes of efficiency and to be more eco-friendly. However, there are some circumstances where it is deemed beneficial to send printed letters home

There are used to communicate in the following ways:

- Occasional communication between parents and teacher
- Class activities or teacher requests
- Setting some homework tasks
- Some whole school announcements
- Announcements relating to specific year groups/classes e.g. dates of special events
- Some PTA fundraising activities for example, Spelling competitions

### **Reports**

Parents/ carers 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
- Statutory tests including KS2 SAT, Year 4 Multiplication Check outcomes, Year 1 Phonics Outcomes & EYFS outcomes

## **Parents' meetings**

We hold three parents' evening(s) per year. During these meetings, parents/ carers 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, at a separate time to the scheduled parents' evenings, if there are concerns about a child's achievement, progress, or wellbeing.

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

We also hold an open evening at the end of each academic year where parents/carers can drop in and speak to their child's class teacher about their report and can meet their child's new class teacher.

## **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 before and after-school provision
- Extra-curricular activities

Parents/ carers are respectfully asked to check the website before contacting the school to avoid unnecessary duplication of workload.

## **4. How parents and carers can communicate with the school**

Parents/ carers should 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.

### **Email & Viva**

The majority of emails/Vivas can be dealt with via the school office using [admin@woodsfoundation.notts.sch.uk](mailto:admin@woodsfoundation.notts.sch.uk) , who will forward the email to the appropriate member of staff. Staff members should not be emailed directly in the first instance as we cannot guarantee that the email will be read due to staff working days, absence and/or workload. We aim to acknowledge all emails sent to the school office as soon as possible, 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 parents need a response sooner than this, they should call the school. When making the decision to contact the school, please remember that it may not be possible to respond immediately.

If you require communications in other languages or accessibility in some way (for example larger print) please discuss this with our admin team and we will provide this for you.

### **Phone calls**

If parents/ carers need to speak to a specific member of staff about a non-urgent matter, they should email or Viva the school office and the relevant member of staff will contact them within 5 working days.

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

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Medical needs

For more general enquiries, please call the school office.

### **Meetings**

If parents would like to schedule a meeting with a member of staff, they should email or call the school office to book an appointment.

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

While teachers may be 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

The Executive headteacher or Deputy head teacher reserves the right to decide who the most appropriate member of staff to answer a query or concern is and to arrange for this member of staff to make contact.

### **Managing inappropriate conduct**

We do not have capacity to meet persistent or immediate demands from parents/ carers and we reserve the right to limit communications where we feel this is the case.

### **Final decisions**

Whilst we welcome feedback and regularly consult with a range of stakeholders in making key decisions, ultimately the school has to make decisions in good faith, which we deem to be in the best interests of our pupils.

### **Excessive parental contact or demanding / Inappropriate behaviour**

Please remember that any time dealing with complaints, excessive communications or questioning of school procedures is time away from our primary aim of supporting our pupils.

Please note the following:

- If parents / carers are rude, abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call
- If any email or Viva Exchange message is rude or inappropriate in tone, we reserve the right not to reply, or we may choose to take the action outlined within this policy
- If parents / carers are rude, abusive or speak in an inappropriate tone during a face-to-face meeting or a virtual meeting, our staff will terminate the meeting immediately
- In either case, the school will forward a copy of this policy to reiterate our expectations and rights regarding appropriate communication
- In circumstances where school has listened to the request of a stakeholder (i.e. parent or carer), considered the request and shared the outcome of this with the stakeholder, should the stakeholder continue to repeat or labour the same request, school reserves the right to cease communication or to limit the reply with a repeat of key messages already shared
- When the school deems correspondence to be excessive, the school reserves the right to cease communication or only offer a reply with a repeat of key messages already shared. The parent is welcome to request a meeting in these instances.

Though fortunately rare, the school takes any instances of inappropriate behaviour very seriously and will not tolerate any circumstances which may make pupils or members of staff feel threatened. A perceived threat, or any action which makes another individual feel threatened, can be sufficient to bar individuals from the premises.

- The use of foul and abusive language will not be tolerated on the school premises or over the telephone.
- Bullying, harassment or intimidation, including physical, sexual and verbal abuse, will not be tolerated under any circumstances.
- The school holds the right to escort anyone off the premises who is displaying aggressive or disruptive behaviour.
- If inappropriate behaviour is deemed so, the Executive headteacher will take swift and appropriate action to communicate this to the relevant parents/carers so they clearly understand how their behaviour is inappropriate. The Executive headteacher will follow this up in writing and will seek the advice of the Chair of Governors and (if deemed necessary) that of legal representation.

Under section 547 of the Education Act 1996, it is an offence for any person to cause a nuisance or disturbance on school premises, in such circumstances the police may be contacted to assist in the removal of individuals from the premises, where necessary.

The persistent occurrence of unacceptable behaviour can result in individuals being temporarily or permanently banned from the premises.

The sending of abusive or threatening written or email messages will be treated in the same way as any other abusive or threatening behaviour.



The following are some examples of inappropriate behaviour which may result in the above sanctions being issued against an individual:

- Causing intentional damage to school property
- Breaching the school's security procedures
- Verbal abuse: swearing, talking in an aggressive manner, using offensive language or raising their voice at another individual
- Making racist or sexual comments, or discriminating against any member of staff or pupil for any reason of position, gender or any other personal characteristic or behaviour
- Physical violence
- Physically intimidating an individual such as by standing in very close proximity
- The use of threatening body language such as shaking a fist or wagging a finger close to an individual's face
- Writing or online messaging abusive or defamatory comments regarding an individual or the school, including on social media

### **Monitoring and review**

This Policy will be reviewed on a regular basis by the Executive Headteacher and Governing Body and any changes made will be communicated to all parents and staff at the school.

If parents are unhappy with a decision made by school when implementing this policy, they have the right to pursue the issue in line with the school's published Complaints Policy and Procedures.

## 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 [admin@woodsfoundation.notts.sch.uk](mailto:admin@woodsfoundation.notts.sch.uk) or Telephone 0115 965 2136
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

**Remember:** check our website [Home - Woodborough Wood's Foundation C of E Primary School](#) & Viva first, much of the information you need is posted there. We will aim to respond to all emails within 5 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO...
My child's learning/class activities/lessons/homework	Your child's class teacher in the first instance. <a href="#">Staff - Woodborough Wood's Foundation C of E Primary School</a>
My child's wellbeing/pastoral support	Your child's class teacher in the first instance.
Payments	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a> School Business Manager <a href="mailto:office@woodsfoundation.notts.sch.uk">office@woodsfoundation.notts.sch.uk</a>
School trips	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>
Uniform/lost and found	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>
Attendance and absence requests	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>
Bullying and behaviour	Your child's class teacher in the first instance. <a href="#">Staff - Woodborough Wood's Foundation C of E Primary School</a>
School events/the school calendar School office	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>
Special educational needs / SENDCO	Deputy Headteacher Mr McIlwaine <a href="mailto:amac@woodsfoundation.notts.sch.uk">amac@woodsfoundation.notts.sch.uk</a> <a href="#">S.E.N.D - Woodborough Wood's Foundation C of E Primary School</a>
The Hangout	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>

PTA	<a href="#">PTA Parent Group - Woodborough Wood's Foundation C of E Primary School</a> <a href="mailto:parentsgroup@woodsfoundation.notts.sch.uk">parentsgroup@woodsfoundation.notts.sch.uk</a>
Catering/meals	School office <a href="mailto:admin@woodsfoundation.notts.sch.uk">admin@woodsfoundation.notts.sch.uk</a>
Complaints	If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on the school website <a href="#">School Policies - Woodborough Wood's Foundation C of E Primary School</a>