

Communication with Parent and Carers Policy

Amended: November 2025

Approved by Governors: December 2025

Review date: November 2026

Introduction

At Woodlands School we believe that clear, open communication between us and parents/carers and our community 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 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.

How We Communicate with Parents and Carers

Methods of Communication

We use a variety of methods to ensure effective communication with parents and carers, including:

- 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
- School Calendar - available on the school website and regularly updated with important dates and events.
- Social media – such as X, Instagram and Facebook.
- Weekly newsletter - emailed out weekly, normally Friday mornings.
- School Based and/or Classroom-Based Apps - used to share updates, home learning assignments, and direct communication between parents/carers and school/teachers, including SatchelOne, Arbor, ParentMail for example.
- Email - for non-urgent queries, updates, and information sharing. Arbor will be used for communication with parents.
- Text Messages - sent only from Arbor for important reminders and announcements.
- Telephone Calls - for urgent communications and to discuss specific concerns or issues regarding a child.
- Meetings - scheduled to discuss pupil progress, address concerns, and foster collaborative relationships between parents/carers and staff.
- In-person meetings at the school site must be pre-arranged by appointment only and the school site security and safeguarding procedures must be adhered to at all times when at the site. Just turning up asking to see a member of staff will most likely be met with disappointment due to other pre-arranged meetings and events.
- Off-site meetings – There may be occasions where meetings take place off-site at professionals' meetings for example. The same expectations also apply.

Roles and Responsibilities

The Head Teacher will:

- Ensure that communications with parents/carers are effective, timely, and appropriate.
- Respond to questions and concerns escalated by parents within a timely manner either personally or via the most appropriate staff member.
- Seek to keep parents/carers informed regularly of any ongoing issues in a proactive and open way.
- Seek support for themselves and their teams to ensure that parents/carers are communicated with respectfully.
- Endeavour to recognise and understand the parent/carer perspective in any communication.

All staff are committed to maintaining a professional and supportive dialogue with parents and carers. The following expectations are set for all:

- **Timeliness:** Respond to parents/carer communications promptly during core school hours.
- **Respect:** Treat all parents/carers with respect and consideration, regardless of the nature of the concern or query. Endeavour to recognise and understand the parent/carer perspective in any communication. Seek support where appropriate to ensure their own communication to parents/carers is positive and respectful.
- **Clarity:** Provide clear, concise, and jargon-free information to ensure parents fully understand the communication.
- **Professionalism:** Use appropriate language and tone and ensure that all communications adhere to the school's ICT and internet acceptable use policy. It is not advisable that staff use their personal phone or devices to contact parents. If a staff member chooses to do so they need to ensure that their number is withheld.
- **Confidentiality:** Maintain the privacy and confidentiality of all communications, in line with the school's Data Protection Policy. Unless a safeguarding issue.
- **Supportive:** Offer assistance and guidance, directing parents to additional resources that have been approved by the school or support services when necessary.
- **Collaboration:** Work with other team members to ensure parents receive timely and accurate information.
- **Escalation:** Escalate concerns expressed by a parent/carer to the appropriate school leader to enable proactive support.

What We Ask of Parents and Carers

We ask that parents/carers:

- Raise any issues or concerns they have directly with the school in the first instance, rather than use social media platforms. This ensures that concerns can be addressed promptly and appropriately.
- Communicate with the school respectfully and provide all relevant information.
- Respond to communications from the school (such as requests for meetings) in a timely manner.
- Check for communications sent from the school on a regular basis having ensured all contact details are up to date and correct.
- Follow the school's complaint procedure (available on the Compass Education Trust website) if it is felt that matters have not been resolved at previous stages.

- Understand that team members may be unable to respond to their communication outside of core school hours (8:00am – 4:00pm), or during school holidays.
- Refrain from contacting directly during the school day with your child on school matters. Contact reception so we are able to help resolve any issues.

Expectations for Respectful Communication

We recognise that discussions regarding children may sometimes evoke strong emotions. We are committed to providing a supportive environment where these concerns can be addressed constructively. Whilst emotional responses are understandable, respectful dialogue is essential for conflict resolution. We reserve the right not to respond to communications that are aggressive or disrespectful. If threatening behaviour is displayed towards staff, in-person or online, we may need to contact the police and may also have to consider banning the offending adult from entering the school premises in future.

If parents/carers find it challenging to communicate respectfully due to the emotional nature of their concerns, we encourage them to seek support. The ultimate goal is always to foster a collaborative and respectful partnership.



Signed: _____
Head Teacher

Dated: 8th December 2025



Signed: _____
Chair of Governors

Dated: 8th December 2025

