



St George and St Teresa Catholic Primary School

Communication Policy

2025-2026

St George and St Teresa's school is a family that comes together as children of God. We value all members of the family equally and will treat each other with love and kindness based on respect, care and the example of Jesus Our Lord and God's Dear Son.

This Policy has been approved and adopted by the Governing Body in September 2025 and will be reviewed in September 2026

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.

We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child.

In the following sections, we will use 'parents' to refer to both parents and carers.

Roles and responsibilities

Executive Headteacher and Head of School.

The headteacher is responsible for:

- Ensuring that two way communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents (in line with this policy, the staff Code of Conduct) and initiating communications with parents where needed
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Ensuring that communication with parents is always respectful
- Respond to communications from parents in an empathic, respectful and timely way.
- Check communications from parents. Staff will not respond to communications outside of school hours 8am to 5.30pm or their working hours (if they work part-time), or during school holidays. Members of the Senior Leadership Team may respond outside of working hours/days in some circumstances and this decision will be made by their own professional judgement.

Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance through the school office
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Ensure the school has the most up-to-date contact and medical information for their child. This is to be provided in writing by emailing the school office.

Communication between the school and parents

The sections below explain how the school and parents keep each other up-to-date with a child's education and what is happening in school and at home.

The school and parents should monitor all the following regularly to make sure the school and parents do not miss important communications or announcements that may affect a child.

Meetings

1. Face-to-face conversations are the best way of communicating with the school
2. When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, later. Parents must email the school office to request an appointment and the school will aim to arrange that meeting as soon as possible, but within 3 working days at the latest.
3. Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed. The school also recognises that flexibility is needed for parents who work or have other caring responsibilities
4. We hold two parents' consultation meetings per year. 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.

5. The school and parents may also contact each other to arrange meetings between parents' consultations if there are concerns about a child's achievement, progress, or wellbeing.
6. Parents of pupils with special educational needs (SEN), or who have other additional needs, will also be asked to attend additional meetings.
7. Some meetings may be held virtually using Microsoft Teams. Links to these meetings will be distributed through the school office.

Email

1. Parents are welcome to email the school, office86@stgandt.solihull.sch.uk about non-urgent issues in the first instance.
2. Emails will be most helpful if they are concise, explaining concerns in a clear way.
3. The school will aim to respond within 3 working days. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated.
4. If there is a change in a child's medical needs, this information must always be shared by email through the school office.

Phone calls

School office: 01564 774906

1. If a query or concern is time sensitive and urgent the parent should call the school office, who will liaise as necessary at the earliest opportunity with SLT. In most circumstances, teaching and leadership staff are unlikely to be available to receive immediate calls due to teaching and other commitments.
2. If the query or concern is not time sensitive and urgent then it is preferred that parents should email or call the school office and the relevant member of staff will contact them within 2 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.
3. For general enquiries, please call or email the school office.
4. Staff will call parents if their child presents as unwell during the school day.
5. Parents are expected to call or email the school office before 9.30am if their child is absent.
6. We will call parents if their child is admitted to hospital or if there is a medical emergency.

Social Media and Online Platforms

1. The school will not respond to concerns raised via social media.
2. Should the school be made aware of any physical threats or abusive behaviour towards staff members or children on roll at our school on social media, then the school will consider reporting this to the Police and seeking the removal of this content from the site.

School calendar

We will publish dates for school events via our fortnightly newsletter. We will try and publish the dates for the term in advance.

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
- A report detailing the child's KS1 (Key Stage 1) and KS2 (Key Stage 2) SATs results

School website

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

- School times and term dates
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about Breakfast Clubs and After-School clubs

Types of unacceptable behaviour and communication

There are some types of behaviour / communication that the school considers unacceptable. These are as follows:

- Shouting at members of staff or pupils or parents (either in person on school grounds, over the telephone or over video conferencing);
- Swearing, or using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010;
- The use of aggressive hand gestures including finger pointing towards a member of staff, parent or pupil;
- Threatening or offensive comments about a member of staff or pupil or parent of the school; this can include verbally, via texts, emails, social media, etc.;
- Continuing to raise the same issue despite it having been already addressed by the school.
- Posting defamatory, offensive, or derogatory comments about the school, its staff, its parents, its pupils on social media platforms
- Covertly recording phone calls or meetings
- Any other behaviour that is disrespectful, threatening, or offensive

This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

Actions that may be taken by the school because of unacceptable behaviour and communication from parents

1. In the first instance, (if the unacceptable behaviour has occurred on site) the school will ask the parent to desist and/or leave the site. If the behaviour is of a serious nature, then the police will be contacted.
2. Thereafter the school (Headteacher/Member of School Leadership team) will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.
3. If unacceptable behaviour is considered to have occurred the following actions may be taken by the school, dependent on the severity/gravity of the behaviour:
 - The parent will be told verbally that his / her behaviour is unacceptable and, if it is not modified, the school will take further action.
 - The parent will be told in writing that his / her behaviour is unacceptable and, if it is not modified, the school will take further action.
 - Advising the parent that all future meetings with a member of staff will be conducted with a second person present and will be minuted;
 - Putting in place a contact plan to deal with any communication between the individual and school. For example, except in emergencies, communication to the school must be in writing only to a named individual and the school can set out timescales for school responses

- A warning letter or an immediate ban from the school site;
- Contacting the Police where behaviour is criminal in nature.
- Seek advice from the local authority's legal team regarding further action.

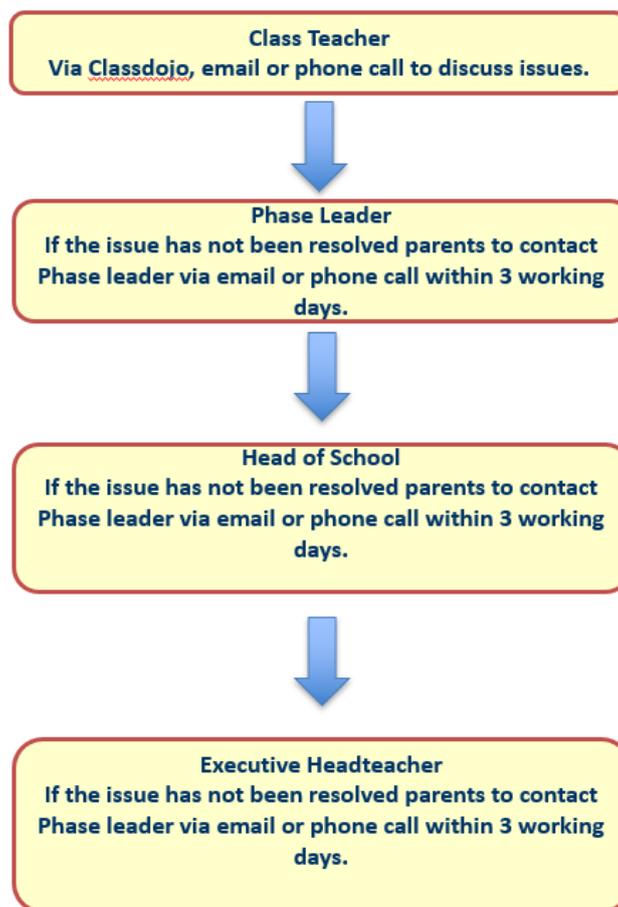
The school will always seek to respond to an incident in a proportional way. The final decision for how to respond to the unacceptable behaviour and communication rests with the headteacher and, where necessary, the Governing Body

Actions that may be taken by the parent because of unacceptable behaviour and communication from the school or its staff

Parents should use the Complaints Policy to register their concerns

Structure of contact.

Leel@olaas.co.uk



Monitoring and review

The Executive Headteacher and Head of School will monitor the implementation of this policy and will review the policy every 3 years. The policy will be approved by the governing board.

