



Brunswick House
Primary School



Communication Policy

Ratified On: March 2025
Next Review: March 2027

1. Introduction and aims

We believe that clear, open communication between the school and families has a positive impact on pupils' learning because it:

- Gives families the information they need to support their child's education;
- Helps the school improve, through feedback and consultation with their families;
- 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 families;
- Setting clear standards for responding to communication from families;
- Helping families 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

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with families are effective, timely and appropriate;
- Consulting with staff, families and governors at review periods.

2.2 Staff

All staff are responsible for:

- Responding to communication from families in line with this policy and the school's ICT and internet acceptable use policy;
- Working with other members of staff to make sure families get timely information (if they cannot address a query or send the information themselves)

Staff **are not expected** to respond to communications during teaching time, outside of sociable hours (Monday – Friday, 8:00am – 5:00pm) or during weekends and school holidays.

2.3 Families

Families 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 referred to the Headteacher and/or Chair of Governors.

3. How we communicate with our families

The sections below explain how we keep families up-to-date with their child's education and what is happening in school. families 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 ParentMail email to keep families informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

We expect our families to read through parentmail communications regularly.

3.2 School Calendar

Our school website includes a school calendar; the Headteachers newsletter also includes a more detailed breakdown of upcoming events for each term.

Where possible, we try to give families 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.

3.3 Phone calls

Phone calls will be made in accordance with our acceptable use policy to communicate one or more of the following:

- First aid incidents
- Behaviour and wellbeing concerns
- Attendance
- Payments (school lunches, trips and visits, school events)
- Liaising to facilitate external/specialist visits and meeting
- Discussing pupil progress (including any notable achievements and/or concerns)

3.4 Letters

We send the following letters home periodically, particularly in the case where a reply/consent slip is required:

- Letters about trips and visits
- Consent forms

Families need to ensure that they return consent forms back in a timely manner.

3.5 Reading record

Every child in the school has their own reading record book which forms a running record of their engagement and achievement in reading, both in school and at home. Formative comments are recorded in the book by those who have listened to a child read, these should be positively constructive in identifying successes and areas for further practice.

3.6 Reports

Families 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
- Seasonal progress reports
- KS1 and KS2 SATs test results, phonics check outcomes and Yr 4 multiplication check final scores.

We also arrange regular meetings where families can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold parents' evenings in the Autumn and Spring term and an Open Evening in the Summer term. Time is allocated for parents to 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 families to arrange meetings between parent evenings if there are additional things to discuss about a child's achievement, progress, or wellbeing. Families of pupils with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to discuss these additional needs with the school's SENCO.

3.8 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

Families should always check the website and/or ParentMail before contacting the school

4. How families 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.

Please note that communication from families / outside agencies will only be acknowledged through these agreed channels. Communication directed to staffs' personal, non-school accounts (e.g. through social media) is strictly forbidden in accordance with our acceptable use policy.

4.1 Email

Families 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 **3 working days**, 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 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 about a **non-urgent matter**, please contact the school office and the relevant member of staff will contact you within **3 working days**.

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 **3 days** of your request.

If your issue is urgent, please telephone the school office on 01622 752102 and ask to speak to a member of the school leadership team or the school safeguarding team as appropriate.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If you would like to request a meeting with a member of staff, please email the Phase Leader (see appendix 1), or call the school to request a call back to discuss an appointment.

We try to schedule all meetings within **5 working days** of the request, where possible.

While teachers are available at the beginning or end of the school day 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 the following languages:

- English

Families who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

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 3 years. The policy will also be shared with staff and Governors. .

7. Links with other policies

The policy should be read alongside our policies on:

- Online safety and acceptable use
- Home School Agreements
- Complaints
- Child protection
- Assessment Policy

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 01622 752102 or office@brunswick.kent.sch.uk
- 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 first, much of the information you need is posted there.

We try to respond to all emails **within 3 working days.**

SCHOOL CONTACT LIST

HAVE A QUESTION ABOUT	WHO YOU NEED TO CONTACT
My child's learning/class activities/lessons/homework	The Phase leader for your child's year group: Foundation Stage – Miss Lemon fsleader@brunswick-house.kent.sch.uk KS1 (Year 1 & 2) Ks1leader@brunswick-house.kent.sch.uk LKS2 (Year 3 & 4) Mr Fenniche Lks2leader@brunswick-house.kent.sch.uk UKS2 (Year 5 & 6) Miss Zigler Uks2leader@brunswick-house.kent.sch.uk
My child's wellbeing/pastoral support	Inclusion Leader - Miss Steward inclusion@brunswick-house.kent.sch.uk
Child protection and safeguarding, including online safety.	One of our school DSLs: Lead - Miss Fullagar Deputy@brunswick-house.kent.sch.uk Mrs Skinner headteacher@brunswick-house.kent.sch.uk Miss Steward inclusion@brunswick-house.kent.sch.uk Mrs Martin flo@brunswick-house.kent.sch.uk Miss Lemon fsleader@brunswick-house.kent.sch.uk
Payments	Mrs Drew bursar@brunswick-house.kent.sch.uk
School Trips	Mrs Knight office@brunswick-house.kent.sch.uk
Attendance and Absence Reports	Ms Claydon absence@brunswick-house.kent.sc.hku
Bullying and serious behaviour	Headteacher – Mrs Skinner headteacher@brunswick-house.kent.sch.uk

	<p>Deputy Headteachers:</p> <p>Miss Fullagar Deputy@brunswick-house.kent.sch.uk</p> <p>Miss Steward Inclusion@brunswick-house.kent.sch.uk</p> <p>Phase leaders: (see list and contact details above)</p>
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I HAVE A QUESTION ABOUT	WHO YOU NEED TO CONTACT
School events/the school calendar	Mrs Knight office@brunswick-house.kent.sch.uk
Special Educational needs and disabilities	Miss Steward Inclusion@brunswick-house.kent.sch.uk
Breakfast Club and After School Clubs	Breakfast Club: breakfast@brunswick-house.kent.sch.uk After School Club: Mrs Franklin afterschoolclub@brunswick-house.kent.sch.uk
Hiring of the school premises	Mrs Drew bursar@brunswick-house.kent.sch.uk
PTA	Mrs Blackshaw pta@brunswick-house.kent.sch.uk
The Governing Board	clerk@brunswick-house.kent.sch.uk
Catering/meals	Schoolmealordering@chandcogroup.com