Sir Robert Geffery's

Communication Policy

Approved by:	E. O'Hara & Governors	**Date:**	July 2026
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1. Introduction and aims

At Sir Robert Geffery's Primary 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

2.1 Headteacher

The 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

2.2 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

Staff will **aim** to respond to communication during school hours (Mon-Fri 8.30am to 4:25pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff will acknowledge receipt of emails within 24 hours (not including weekends or school holidays) and will aim to respond within 5 working days or sooner if possible.

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, or multiple staff to reply to one email, or repeating 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, since they have to prioritise children currently in their care, 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
- Agreeing to meet with the member of staff as identified or delegated by the Headteacher; we are unable to accept demands to speak to a particular member of staff
- Making every effort, whether this be on social media or when communicating with staff/children to positively promote the school to the wider community and not publicly undermine the school, whether this be on social media platforms
- Following the Parent/carer conduct in the Parent Code of Conduct and outlined in the Home School Agreement.

Any communication that is considered disrespectful, abusive or threatening towards any member of staff or the school as a whole will be treated in line with our Parent Code of Conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours (8.30am-4:25pm) or during weekends, INSET days and school holidays.

If a parent/ carer is dissatisfied with the response they have received, they should follow the procedures outlined in our Complaints Policy.

A link to the Complaints Policy, the Parent Code of Conduct and the Home School Agreement is available on the policies page of the school website.

3. How we communicate with parents and carers

The sections below explain how we keep parents/ carers up-to-date with their child's education and what is happening in school.

Parents/ carers 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 Newsletter

We use an emailed weekly newsletter to keep parents/ carers informed about the following things:

- Upcoming school events and dates
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations (often links are then shared)
- key information and news

3.2 Emails & Text Messages

- Payments
- Short-notice changes to the school day, for example, occasional necessary cancellations to after school clubs

- Emergency school closures (for instance, due to adverse weather)
- Absence
- Reminders for reply slips or forms

3.3 School calendar

Our school website includes a full school calendar for the academic year and details of Cornwall Council 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 newsletters.

3.4 Phone calls

1. 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:
2. If the class teacher needs to inform parents/ carers of a behaviour concern.
3. Following up previous communication as needed
4. Pastoral support
5. Immediate safeguarding or behavioural concerns.

3.5 Letters

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

3.6 Google Classroom

Our home learning platform is Google Classroom. It is used to communicate in the following ways:

1. Setting home learning tasks during school closures of periods of isolation
2. Occasional communication between parents and teacher
3. Class activities or teacher requests
4. updates about learning in class
5. Set some homework tasks
6. Communicate information from pupil leadership groups, such as School Council etc.
7. Some whole school announcements

3.7 Reports

Parents/ carers receive reports from the school about their child's learning, including:

1. An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
2. Year 1 Phonics Outcomes
3. KS2 SATs Outcomes

4. An individual report from the child's perspective at the end of the school year

3.8 Parents' meetings

We hold two parents' evening(s) per year allocating 10 minute meetings per child. The Autumn term meeting is offered either as a face-to-face session held in school or online, depending on the preference of the parent. It focuses primarily on how your child is settling into their new class at the start of the school year. The Spring term meeting is also offered online or face-to-face and focuses on your child's progress and attainment, identifying next steps for the second half of the academic year.

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), may also be asked to attend further meetings to address/support these and to review specific plans in place for their child.

3.9 Meet the Teacher start of the year meetings

A meeting at the start of each academic year in your child's classroom, led by the class teacher that outlines all the important information for the year ahead (routines, PE days, home learning, trips/residentials etc.). We ask that a parent or representative for every child attends this important meeting. Parental feedback is that this is incredibly helpful and is a very efficient means of sharing lots of information and giving opportunity to ask any questions pertinent to that year.

3.10 School website

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

1. School times and term dates
2. Important events and announcements
3. Curriculum information, including Medium Term Planning documents that show what children are learning over the course of a term and within the topics
4. Important policies and procedures
5. Important contact information
6. Information about before and after-school provision through the onsite SRG Pre-school (external company)

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.

4.1 Email

Parents/ carers may email the class teacher directly in regards to learning, behavioural or pastoral matters related to their child. Please understand that for the majority of the learning day, teachers are directly supporting children, preparing lessons and marking etc and are not able to be online reading emails. They will respond as soon as they are able. If the matter is urgent, please phone the office e.g. for a message to be passed on.

With other matters/ issues they may email the school office in the first instance. The office staff will direct the email to the most appropriate member of staff.

We aim to acknowledge all emails within 1 working day, 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 office. When making the decision to contact the school, please remember that we are a busy school and it may not be possible to respond immediately.

4.2 Phone calls

If parents/ carers need to speak to a specific member of staff about a **non-urgent** matter, they should email member of staff direct or the school office with a request. This will be passed on 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.

Again, if the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Medical concerns/needs

For more general enquiries, please contact the school office or communicate with your child's class teacher via their work email.

4.3 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 headteacher 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.

5. 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.

5.1 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. Whilst it is never our intention to disappoint, it is not always possible to secure agreement or consensus (and schools are not duty bound to do so). Decisions around behaviour expectations, uniform, teaching and learning strategies or strategic direction are at the discretion of the Headteacher and do not require consensus or parental approval. Equally, the school reserves the right to disregard advice given or offered by stakeholders (however well-meaning) that it believes are not in the best interests of its pupils or staff. This includes advice that either exceeds or contradicts DfE (Department for Education) guidance. We are therefore unable to enter into lengthy discussion or debate regarding such issues. This position is protected by law.

5.2 Excessive parental contact or demanding 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 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 with regard to 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
- In such situations where staff feel that they have been misquoted or misrepresented, the school reserves the right to limit contact to written communications. This is entirely at the discretion of the school
- When the school judges email 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.
- In such circumstances, a face-to-face or virtual meeting will be offered to attempt to deal with any issues or concerns. This meeting may be with a representative of the governing body.
- Following reasonable attempts by the school to arrange a meeting at a mutually convenient time, or if a meeting is refused, then communication on this issue will cease.

5.3 Inappropriate behaviour

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.

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 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 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

6. Links with other policies

The policy should be read alongside our policies on:

- Online Safety and Acceptable Use
- Home School agreement
- Complaints
- Wellbeing
- Equality
- Child Protection and Safeguarding
- Parent Code of Conduct
- Staff Code of Conduct

7. Legal Framework

7.1 This policy has due regard to statutory legislation, including but not limited to the following:

- The Education Act 2011
- The Equalities Act 2010
- The Education Act 1996
- The Children Act 2004

8. Monitoring and review

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

If parents are unhappy with a decision to implement 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@sir-robert-gefferys.cornwall.sch.uk or 01752 851362
- 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 will try 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. It may be appropriate for you to speak to the subject lead or your child's Key Stage leader.
My child's wellbeing/pastoral support	Your child's class teacher in the first instance. It may be appropriate for you to speak to your child's Key Stage leader.
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	School Office If you want to request approval for term-time absence, complete an exceptional leave in term time request form and give/forward it to the school office
Bullying and behaviour	Your child's class teacher in the first instance. It may be appropriate for you to speak to your child's Key Stage leader.
School events/the school calendar	School office
Special Educational Needs (SEN)	The SENDCO via the School office
After-school clubs	School Office
Hiring the school premises	School office
SRG Friends (PTA)	School office
Governing board	School office

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
Catering/meals	School office or catering providers

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: Home - Sir Robert Geffery's School | Primary Academy | Landrake