



Communication Policy

Date Written / Reviewed	September 2026
Date of Next Review	September 2029
Headteacher	<i>R Swaby</i>
Chair of Governors	<i>M Hopkins</i>

Intent and Aims

At Delph Primary School, 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 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.

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

Roles and Responsibilities

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents 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 in line with this policy and the school's IT and internet acceptable use policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).

Staff will **aim** to respond to communication during core school hours (8:45am – 3:15pm), 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 may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

Parents

Parents 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.
- Responding to communications from the school (such as requests to attend meetings) in a timely manner.
- Checking all communications from the school e.g. fortnightly school newsletter, termly class newsletter, texts/e-mails from Teachers2Parents etc.

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening 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 or during school holidays.

How we Communicate with Parents and Carers

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

Parents should monitor all the following regularly to make sure they do not miss important communications or announcements that may impact on their child.

Email

We use email to keep parents informed about the following things:

- Upcoming school events, included in a fortnightly newsletter.
- School holiday pattern and any scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or teacher requests.

Text Messages – Teachers2Parents

We will text parents about:

- Reminders about events e.g. non-uniform days.
- Payments.
- Short notice changes to the school day.
- Emergency school closures (for instance, due to bad weather).

School Calendar

Our school website includes a school calendar for each academic year.

Where possible, we try to give parents at least two 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 newsletter. Unforeseen circumstances may result in last minute date changes or postponements, but these are kept to a minimum.

Phone calls

Class teachers will use this method of communication should they wish to discuss anything with you.

Letters

We send the following letters home regularly:

- Letters about trips and visits.
- Consent forms.
- Our fortnightly school newsletter.
- Our half-termly class newsletter.

Home Learning

From Years 1 to 6, this is posted each half-term on your child's Google Classroom.

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 regarding the Y1 statutory Phonic Screening checks.
- A report on Key Stage 2 SATs tests.

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

Meetings

We hold two parent-teacher events 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.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss / review any support for additional needs.

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.

Parents should check the website before contacting the school.

How Parents and Carers Can Communicate with the School

Parents 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.

Phone calls

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within five 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.

For more general enquiries, please call the school office.

Email

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office.

Meetings

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

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

While teachers are available at the beginning or end of the school day for a quick message, 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

Accessibility

It is important to us that everyone in our community can communicate easily with the school.

Use of Artificial Intelligence (AI)

The School recognises that Artificial Intelligence (AI) tools may be used to support individuals in preparing written communications, including complaints. While such tools can assist with clarity and structure, the School places importance on understanding the complainant's own concerns and experiences.

Complainants are expected to ensure that any submission accurately reflects their personal views and circumstances. Complaints that appear to rely excessively on AI-generated content, such that the individual's concerns are unclear or misrepresented, may require clarification before being considered.

The School acknowledges that the use of AI may be a reasonable adjustment in certain circumstances. Where AI has been used to support the preparation of a complaint, individuals are encouraged to provide a brief explanation to help ensure the complaint is considered fairly and appropriately.

Parents with Additional Communication Needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats.
- All communications are written as clearly and concisely as possible.
- Accessibility is considered when designing/updating the school website e.g. colour, layout.
- Staff are trained in accessibility and will endeavour to provide information in an accessible format.

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats.
- Sign language interpreters for meetings.

Please contact the school office to discuss these.

Parents with English as an Additional Language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents 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.

Monitoring and Review

The Headteacher monitors the implementation of this policy and will review the policy every three years.

The policy will be approved by the Governing Board.

Links with other policies

The policy should be read alongside our policies on:

- IT and Internet Acceptable Use
- Complaints
- Home-School Agreement
- Emotional Health and Mental Wellbeing
- Disability and Equality Scheme
- Social Media Policy
- Restrictive Intervention Policy

Data Protection Statement

The procedures and practice created by this policy have been reviewed in the light of our Data Protection Policy. All data will be handled in accordance with the school's Data Protection Policy.

Data Audit for the Communication Policy					
What?	Probable Content	Why?	Who?	Where?	When?
Pupil assessment data Pupil's home phone number/address Email communication / telephone call notes	Name D.O.B. Test data Teacher Assessment data	Monitor a child's progress and identifying next steps Well-Being of Your Child	All Staff (as necessary)	Staff electronic records Paper tests are stored securely in Data is deleted / shredded as necessary	Held on File throughout a child's time at school Key data is passed onto a new School when moving on Some data is archived until the child is 25 (e.g. SEND pupil)

As such, our assessment is that this policy:

Has Few / No Data Compliance Requirements	Has A Moderate Level of Data Compliance Requirements	Has a High Level of Data Compliance Requirements
	✓	

This policy will be reviewed every three years or sooner if legislation / school assessment systems change.

Appendix 1

Who should I contact?

At Delph Primary School, we encourage open communication. If we don't know about it, we can't do anything about it. For any information and or issues about your child, their progress and or wellbeing you should request contact with your child's class teacher in the first instance. The class teacher may include other members of staff, should it be appropriate to do so e.g. SLT, DSL or SENDCo. You can contact class teachers by:

- Calling or emailing the school office on info@delph.oldham.sch.uk or 0161 770 7600.
- Putting the subject and the name of the relevant member of staff in the subject line (for emails). We will forward your request to the relevant member(s) of staff.

For general information remember check our website first, much of the information you need is posted there. You can contact the school office for any queries about payments, school trips, attendance, school events, school dinners, or PTA events.

We aim to respond to all emails within two working days.

If you have questions or concerns about school procedures and / or any safeguarding concerns, you can request contact with the school's Designated Safeguarding Leads (DSLs). They are Miss R Swaby (Headteacher), Mrs K Mair (Deputy Headteacher), Mr C Leigh (Class Teacher) and Mrs C Holt (Pre-School Leader).

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.