

Every child Every chance Every day  
Weddington's vision is for all to thrive. 'Weddy' graduates will venture into the wider world as curious,  
courageous and confident individuals, who are equipped with the tools for continued success



# Communication Policy

February 2025



## Introduction

Communication is vital to having good, positive relationships. We believe pupils achieve more when school and parents/carers know what the school is trying to achieve and work *with* the school to achieve this. We encourage mutual respect between all staff, pupils and visitors who are asked to listen to the views of others, express their opinions in a courteous, polite manner and work together for the benefit of the school and our community. We feel this supports children to fulfil their full potential.

## Aim

At Weddington Primary School we aim to have clear, effective, high quality communication amongst staff and between pupils, parents, governors and members of the wider school community. We want to ensure that communication is clear, professional, timely and appropriate at all times.

## Objectives

All communication at Weddington Primary School should:

- Keep staff, pupils, parents and other stakeholders well informed
- Be open, honest and ethical
- Use jargon-free language and be easily understood
- Be actioned within a reasonable time frame
- Use the communication most effective and appropriate to the context and audience
- Take account of relevant school policies e.g. safeguarding, confidentiality, GDPR, equality etc.

## General Communication

- The school office welcomes parents/carers and other stakeholders to the school and always strives to help sort out any queries or problems in a professional and friendly manner. If the office staff are unable to help for any reason, they will contact the person who is able to help as soon as possible
- The school office is staffed from 8.15am until 3.45pm. An answerphone system is in place for times when staff are unavailable to answer the telephone. Please leave a message and we will endeavor to get back to you as soon as possible. Absences can also be reported via this method or via the MyEd App
- Parents/carers can leave messages at the front office, send emails via the admin address [admin2632@welearn365.com](mailto:admin2632@welearn365.com) or telephone the school on 02476 340729
- Messages will not be responded to on weekends or 'quiet hours' (before 8.30 in the morning, after 3.45pm in the evening and after 3.30 on Fridays)
- Requests from split families for separate communication are accommodated. Letters and information can be downloaded from the school website and separate appointments to see class teachers at Parents Evenings are arranged where required
- To book children into the Out of Hours Club, parents/carers should use the club's email address, send a text message, fill in a booking form or ring the OHC phone. **No bookings should be made via MyEd**

## Communication with teachers

- Teachers should always be the first point of contact for parents if they have any questions or concerns about their child. Reception, Year 1 and Year 2 are collected from their classrooms where parents/carers can speak to the staff. In Years 3-6 teachers are usually available at the end of the school day on the 3/4 or 5/6 playground. For longer discussions a meeting may need to be arranged
- If concerns cannot be dealt with by the class teacher, the phase leader may be approached and, if the parent/carer is still not happy, the Headteacher can be contacted via the school office

**When communicating with parents/carers we aim to foster high quality communication by:**

- Being calm, polite similar behaviour in



and respectful and expecting return

- Developing a culture of openness and honesty
- Seeking parents'/carers' views and taking them into consideration when making decisions
- Valuing parents'/carers' expertise and knowledge and expecting the same in return
- Providing timely, appropriate and accessible information
- Avoiding information overload
- Seeking to overcome any barriers to communication
- Not weakening our professional position by responding with what parents/carers may feel they want to hear rather than what we know to be right
- Expecting parents/carers to respect the rights of others to confidentiality
- Ensuring parents/carers who require support with the completion of forms or logging into Parent Pay etc. are welcomed into school and offered assistance

### **Expectations in our communications with parents**

- All staff have the right to be treated with dignity and respect. They should not have to endure abusive, disrespectful or threatening behaviour
- Parents/carers are, in the vast majority of cases, courteous and respectful. Where this is not the case, then the parent may be asked to stop communicating with the staff member and discussion will be terminated. The school may continue to communicate with the parent/carer but this may be in another format e.g. via letter
- Staff will not respond to any correspondence that is abusive or threatening. In such cases, the school will write to the parent/carer and explain that it is not in our policy to reply to such communications. We will suggest they communicate in a more acceptable manner so we are able to respond
- Our complaints policy has a section on how we deal with vexatious complaints and a copy can be found on our school website

### **How we communicate with Parents/Carers**

- We communicate with parents/carers via face to face discussions, the home school diary or liaison book, text messages linked to Parent Pay, MyEd, letters and emails and the school website at [www.weddingtonschool.co.uk](http://www.weddingtonschool.co.uk)
- We have 2 formal Parents Evenings per year, and a post-report drop-in session, which allow parents the chance to discuss their child's attainment and progress
- Each child receives a written report in July
- Each term, parents/carers can access a 'Curriculum Map' for a summary of the term ahead
- We invite parents/carers to share in their children's learning and support them through a range of homework/suggested activities
- Each class delivers their own class assembly once a year so that parents/carers and friends can learn about the child's experiences in school.
- We share information on a need-to-know basis and follow data protection guidelines

### **Face-to-Face Meetings with Parents/Carers**

- Any parent/carer wishing to meet with a member of staff should contact the school in advance
- Parents/carers are respectfully asked not to come into school and expect to see a member of staff, including the Headteacher, without an appointment. If a parent/carer comes without a prior appointment, the member of staff may choose to see them but there is no expectation to do so
- All parents/carers should report to the school Reception area prior to meeting with a member of staff
- Where meetings are due to take place outside office hours (i.e. 8.30am – 3.45pm) arrangements will be made for staff to be accompanied by another member of staff
- Meetings with parents/carers will be called to a close if
  - a) Further before the
  - b) Other members



investigation is required conversation can continue of staff need to be involved

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parent/carer becomes aggressive or abusive

c)    The



## **MyEd**

MyEd is a digital management tool designed to help teachers communicate more effectively with parents. It can be used to contact staff and parents/carers directly. Teachers and support staff can communicate with parents on a 1:1 messaging service via the App or via Email.

The school will:

- Create a MyEd account for all parents/carers (including separated family members)
- Send out an invitation to join up to MyEd
- Post updates and reminders on class pages e.g. about swimming, P.E, homework etc.
- Respect 'quiet hours' on their page between 6pm and 8.00am Monday to Thursday and 3.30pm on Fridays. This is when messages will not be read or responded to

Teachers are not in a position to check MyEd messages constantly throughout the day and school does not expect MyEd to be checked during a teachers' personal time. We aim to respond as soon as possible and not later than within three working days. Part time staff may take a little longer to reply.

## **Letters and Emails**

- Letters and emails are quick and effective methods of communication but should not replace face-to-face meeting where some discussion is required
- Letters and emails will be acknowledged within 3 working days and a full reply will be sent within 10 working days
- Emails sent at weekends will not be dealt with until the following week and emails sent during holidays will probably elicit no reply until term time
- Under no circumstances will parents/carers be contacted via staff personal email addresses
- The admin email is [admin2632@welearn365.com](mailto:admin2632@welearn365.com)

## **Telephone Calls**

- Please use the main reception number (02476 340729) to leave a message or contact a member of staff
- Admin staff will relay messages to teachers as soon as possible
- Messages left via answerphone will be responded to within three working days.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you
- Please note that lessons will never be interrupted for teachers to take calls
- Notes may be taken during a telephone call in the same way as for a face-to-face meeting

## **The school Website**

- The school website contains a range of specific information that gives parents/carers an overview of the provision provided by Weddington Primary School
- Many of the school policies can be found on the website along with general information and class pages
- School can be contacted via the website but it is usually quicker to contact the school directly in one of the other ways mentioned above

