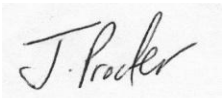
Framfield
C of E Primary School

PIONEER
FEDERATION

Communication Policy

Review cycle:	1 / 2 / 3 years	**Date:** October 2026
Approved by:	Full Governing Body / Executive Headteacher	
Changes made in this review cycle:		
Linked policies:	Parent Code of Conduct	
Signed:		
Position:	Executive Headteacher	
Date of next Review:	October 2029	

1. Introduction

The Pioneer Federation recognises the importance of clear and effective communication with all stakeholders (children, parent and carers, staff, governors, the local and wider community, outside agencies etc), and is committed to being open and accessible for all who have an interest in the school.

2. Aims of the policy

The aim of the policy is to ensure effective communication and consultation takes place between the school, parents/carers, children and other stakeholders and that there are robust processes to facilitate this. The school recognises that engaging and working with parents/carers is a vital part of providing their child with an excellent education.

- To make the school as welcoming and inclusive as possible
- Signage will be clear, informative and positive.
- All electronic, written and telephone enquiries will be dealt with promptly with in an agreed timeframe. Parents will get an acknowledgement and then a time for relevant feedback.
- Parents and cares are contacted for positive as well as negative reasons.

3. Communication from the parents/carers to the school

Teachers are teaching 90% of the working week and will not access their emails during this time for this reason we ask you contact the school office as set out in Appendix A which details who to contact for any query you may have. This will ensure that your communication with the school can be dealt with and that if any staff are absent or work part time does not affect the response time for your communication.

Letters and emails: email is a quick, effective way of communicating necessary information.

- The school will always aim to acknowledge a letter or email from parents within 24 hours (Monday to Friday) - the correspondence will have which adult is dealing with the email and if relevant what steps the adult is taking.
- A reply will then be made by telephone, letter or email within 3 working days
- Depending on the content of the communication, a further agreed timeframe will be used so the appropriate member of staff can gather and collate any relevant information for feedback to parents/carers.
- Any letter of concern or complaint should be dealt with in accordance with the school's complaints policy.

Telephone calls: Effective telephone communications can sometimes be a problem in a school, where teachers are teaching full time. Parents/carers may feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone or return a call. If it is not an emergency an email would be a better way to communicate.

- Staff will make a record of a telephone conversation with a parent/carer and it will be filed for future reference.
- Conversations should remain professional and courteous at all times (see Appendix D)

Absence: If a child is absent, parents and carers are asked to contact the school as soon as possible on the morning of the absence, for full details please refer to the Attendance Policy

4. Communications between school and parents

The school has many means to communicate with parents/carers. For general information our website is the first place a parent or visitor should go. The school website provides a range of information about the school, including:

- Inclusion information
- Pupil Premium information
- Curriculum information
- School policies
- Uniform list
- School events
- Holiday dates
- School prospectus and admissions information. This is used to promote the school to a wider audience and is updated regularly.

Emails are used either for individual communication to specific parents or if there is a need to inform all parents.

Telephone calls: Staff will call parents for a variety of reasons, initial contact regarding a concern or to reply from an earlier communication

- Calls will be focused and not take a disproportionate amount of time.
- Parents and carers must ensure that contact details are always up to date.
- Staff may have to leave a voice mail. This could include the relevant information or a message to state they will try again at a later date.
- Conversations should remain professional and courteous at all times (See Appendix D)

A school newsletter is produced every other week.

Reports and Progress. As a school we communicate progress both informally and formally. The formal avenues include a child's school report and parents evening and informal updates can happen through the year through the various methods of communication.

5. Meetings with parents and carers:

Part of building a relationship with our parents and carers to support the child may involve face to face or online meetings. These can be initiated by the school, the parents/carers or outside agencies. Parents and carers wishing to meet a member of staff must contact the school to make an appointment. This request will be responded to within 3 working days. If it is an emergency we will respond as quickly as we can. The definition of an emergency, though not finite, is that the wellbeing and safety of a child is at immediate risk. Any safeguarding concerns should be directed to the safeguarding team. (See Appendix A) Teachers and other school professionals may request a meeting with a parent/carer and a suitable time can be booked.

6. Supporting parents and carers of pupils with special educational needs and disabilities (SEND)

The school recognises the importance of positive relationships with parents and carers of all pupils with additional needs. The SEND Code of Practice emphasises the importance of positive, supportive attitudes to parents and carers and user-friendly information and procedures.

- All staff will make every effort to ensure effective communication with parents and carers.
- All staff within the school are expected to help parents and carers understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities.
- All relevant information will be provided in a way for all to understand and respond to. When pupils who have special educational needs are making less than the expected progress or if they are experiencing behavioural difficulties, we would expect to meet with parents and carers more regularly either face to face or on line. Parents and carers are encouraged to communicate where they have a concern about their child's needs being met and should also refer to the Inclusion section of the website.

Appendix A – For Framfield CE Primary School
The following directory will assist you in addressing your enquiries

Query	Contact
A message for the class teacher am	See member of Staff with clipboard at the school gate
A general enquiry about your child	Speak to your child's class teacher at the end of the day Or Email office@framfieldcep.e-sussex.sch.uk
An enquiry about your child's learning	Speak to your child's class teacher at the end of the day Or Email office@framfieldcep.e-sussex.sch.uk
A general enquiry	office@framfieldcep.e-sussex.sch.uk
I have a concern about my child's wellbeing, behaviour or attendance	Phone the school office 01825 890258 or office@framfieldcep.e-sussex.sch.uk
I need to inform the school of an absence or I have a query about an absence.	Phone the school office 01825 890258 or office@framfieldcep.e-sussex.sch.uk
I have a learning related question / concern and would like it directed to the class teacher	office@framfieldcep.e-sussex.sch.uk this will be forwarded to your child's teacher. See member of Staff with clipboard at the school gate Or Phone the school office on 01825 890258
I have a query/concern relating to safeguarding	office@framfieldcep.e-sussex.sch.uk - this will be forwarded to the DSL/DDSLs.
My child is on the SEN register or an EHCP and I have a question relating to their additional needs.	Contact SENCO via **senco@framfieldcep.e-sussex.sch.uk**
I have a query about admissions	office@framfieldcep.e-sussex.sch.uk
I wish to make a complaint	See complaints policy on school website
Different arrangement for the collection of my child	See member of Staff with clipboard at the school gate Phone the school office 01825 890258 or office@framfieldcep.e-sussex.sch.uk

Appendix B

This plan sets out the school's different methods of communication and who is responsible for delivering these methods.

Method of Communication	Details	Recipients
School Newsletter	Every other week	Parents/carers
Posts on the school website	Curriculum updates Policies Key reports Updates about school Church links	Open to All
Social media posts on school account	Facebook/Instagram page	Parents and interested parties
Letters and emails	Main form of communication	Parents/carers

Appendix C

Contacting the school

This table in this plan can be used to find out who in school to contact regarding different issues

Query	Who to contact	Contact availability and information
Absence	School office	01825 890258 office@framfieldcep.e-sussex.sch.uk
Safeguarding concerns	DSL/DDSLs	office@framfieldcep.e-sussex.sch.uk
Freedom of information and subject access requests	School office	01825 890258 office@framfieldcep.e-sussex.sch.uk
Complaints	HoS Ex Head Governors	office@framfieldcep.e-sussex.sch.uk office@framfieldcep.e-sussex.sch.uk clerk@pioneerfederation.co.uk
General queries	School office	01825 890258 office@framfieldcep.e-sussex.sch.uk

Appendix D

Inappropriate Communication/Behaviour

Framfield/Pioneer Federation prides itself with being part of a very positive extended community. There are times however where there is a breakdown in communication and will need to be addressed. We will not tolerate any form of abuse towards our staff. This may be verbal, physical or in written form such as e mails or letters. Harassment on any social media platform is also not tolerated. Following an incidence of poor communication from any member of the community, it may be necessary to put into place actions that enable all parties to return to a positive standing. We will always aim to re connect and rebuild relationships which reflects our values.

- Issues with a Staff member: Please refer to the Complaints Policy. The school would support the re-building of trust. However, an alternative member of staff may be appointed as a contact point if the school felt this were appropriate.
- Issues with a parent/carer/visitor: Depending upon the severity of the situation, the following actions may be put into place:
  - A verbal/written warning to the parent about their behaviour/language
  - Any future meetings/discussions will be conducted with more than one member of the school staff so as not to compromise a lone member of staff. In more severe cases the school will put stricter restrictions in place whereby access into school will be pre-arranged and agreed in advance by both parties.
  - A single point of contact within school through whom all communications should be directed will be put in place. Blocking of e-mail with a separate nominated contact person may have to be put in place.

Note: Any emergency or safeguarding situations would override any ban while the emergency is being dealt with. The school does have the right to refuse access, physical or electronically, from the school site to anyone if they are deemed to be a threat to the safeguarding and wellbeing of any members of the school community, including students and staff. (DfE Guidance 2012, “Advice on School Security: Access to and barring of individuals from school premises”). In this case a formal letter will be issued giving full details of when the ban begins and might end.