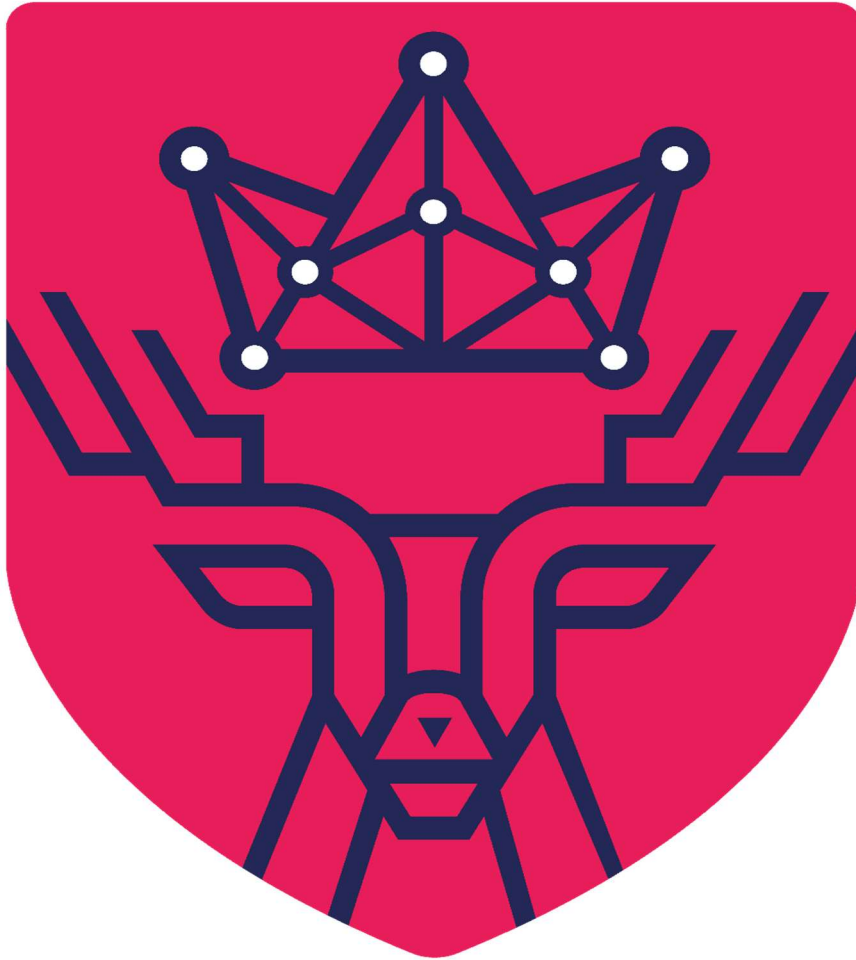


Communication Policy



Approved by: Rebecca Bennett

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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 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 and expectations for responding to communication from families, in order to work together to achieve the very best for every child in our school
- 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 parents 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 in line with this policy and the school's ICT 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 (8.30am-4.30pm) weekdays 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.

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
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

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 school charter.

Families should **not** expect staff to respond to their communication outside of core school hours or during school holidays. There are exceptions to this, notably serious safeguarding matters, or legal matters.

You can view a copy of our community charter on here:

www.fairlandsmiddleschool.co.uk/parents/parent-resources

3. How we communicate with families

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 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 email to keep parents informed about the following things: Emails will come from BROMCOM, our information management system.

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 School calendar

Our school website includes a full school calendar for the term/year ahead.

Where possible, we try to give parents 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

The first point of contact for all families is your child's class teacher (Year 5/6) or their Tutor (Year 7/8). You can request a phone call about your child at any time, and we aim to call you back within 48 hours for all non-urgent matters.

Tutors will also call families with particular praise or achievements, or with any concerns that may need parental support.

3.4 Letters

We send the following letters home regularly (usually electronically)

- Letters about trips and visits
- Consent forms
- Our newsletter

3.5 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 Mid-year progress report
- A report on KS2 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).

3.6 Meetings

We hold 3 parents' evening(s) 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 will also be invited to attend a review meeting up to three times per year.

3.7 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

3.8 Home-school communications app

We use the app 'My Child at School' and you can find all the information on this here <https://docs.bromcom.com/knowledge-base/mcas-parent-guide/>

4. How families 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.

4.1 Email

Parents should always email the school office about non-urgent issues in the first instance. All enquiries should be sent to office@fairlandsmiddleschool.co.uk

We aim to acknowledge all emails within 2 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 parents need a response sooner than this, they should call the school or email safeguarding@fairlandsmiddleschool.co.uk if the concern is related to an urgent safeguarding matter.

We respectfully request that families do not email individual members of staff at any time. This is to ensure all queries are triaged effectively and responded to in a timely manner, and by the appropriate member of the team.

4.2 Phone calls

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 2 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 3 days of your request.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Significant incident outside of school
- For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, this should be the class teacher or tutor in the first instance.

We try to schedule all meetings within 5 working days of the request to discuss

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

5. Accessibility

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

5.1 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.

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.

5.2 Parents with English as an additional language (EAL)

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.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 3 years or sooner if required.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints
- Home-school agreement
- Staff wellbeing

Quick Guide for Families

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 office@fairlandsmiddleschool.co.uk or call 01934743186
- 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.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher or tutor, or subject teacher if it is a subject specific enquiry
My child's wellbeing/pastoral support	Class teacher/ Tutor
Safeguarding	You can call the school office and ask for a member of the safeguarding team, or email safeguarding@fairlandsmiddleschool.co.uk You can also report a concern here https://fairlandsmiddleschool.co.uk/share-a-concern/
Payments/ Uniform/lost and found/ School trips	School office
Attendance and absence requests	If you need to report your child's absence, please report using My Child at School or call: 01934743186 If you want to request approval for term-time absence, the form is here https://fairlandsmiddleschool.co.uk/parents/parent-resources/ You can then complete and send to the office.
Bullying and behaviour	Class teacher/ Tutor
School events/the school calendar	School Office

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs (SEN)/ Medical Needs	Class teacher/ Tutor in the first instance via office email address Or Send@fairlandsmiddleschool.co.uk
Wraparound Care	Sports Masters Coaching https://www.sportsmasterscoaching.com/after-school-club
Hiring the school premises	School office
PTA	School Office
Local Partnership Board	Clerk to the LPB- Mrs M Lewis office@fairlandsmiddleschool.co.uk
Catering/meals	School Office

Complaints

If you would like to make a complaint, please see our complaints policy here
<https://wessexlearningtrust.co.uk/key-information/policies/>