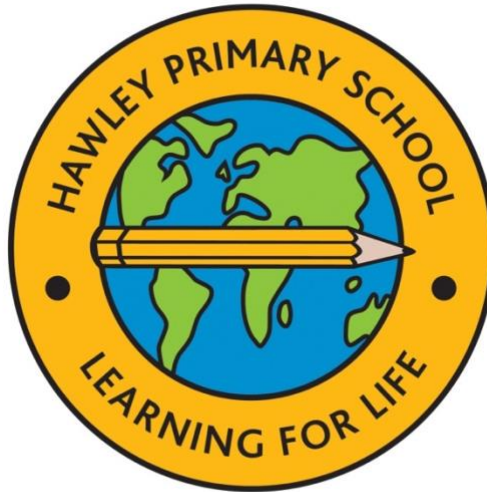


HAWLEY PRIMARY SCHOOL



COMMUNICATION POLICY

APPROVED BY: J BAKER (HEADTEACHER)

LATEST REVIEW: AUTUMN 2026

NEXT REVIEW: AUTUMN 2027

1. Introduction and aims

Our dedicated, hardworking team will work closely with you to ensure that your child is happy, confident, and ambitious during their time with us. Our evolving school environment is inspiring and innovative, where pupils, staff, parents, and the community work collaboratively to create a strong team. We are committed to giving our children the best possible start to life-long learning.

At Hawley Primary School, we strive to ensure the very best teaching and learning experiences across our broad and balanced curriculum as well as maximising the potential of every child. We acknowledge the great importance of securing children's academic knowledge in the core areas of English and Maths, whilst equally develop wider skills in creativity, physical fitness, and wellbeing. We pride ourselves in the ability to spark children's interests and ignite a love of learning for every child.

We are passionate that all pupils we teach achieve the highest standards and expectations. Above all, we want our children to be able to reflect positively on their time at Hawley Primary School and hold special memories of all their achievements and time they spent learning here.

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.

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 – 5pm 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 Parents

Parents are responsible for:

- Ensuring that communication with the school is always respectful.

- Making every reasonable effort to address communications to the appropriate member of staff in the first instance.
- Respond 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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.30am – 5pm or during school holidays.

3. 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 affect their child.

3.1 Email and Noticeboard

We email parents directly, use the Hawley Newsletter and the school noticeboard at the Oakley Road gate to keep parents informed about the following things:

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

3.2 Text messages

We will text parents about urgent matters such as:

- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes a full school calendar for the academic year. 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.

3.4 Phone calls

We may need to contact you during the school day. This may be due to attendance, a medical concern or provide information about your child's learning or behaviour.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- A paper copy of our Hawley School Newsletter is available from the School Lobby.

3.6 Homework

Homework activities are sent out via Seesaw or a paper copy on request.

3.7 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.
- Termly progress reports as part of the Parents Information Session.

- A report on Key Stage KS1 and 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).

3.8 Meetings

We hold one parents' evening per term. 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 and disability (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.9 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.

3.10 Home-school communications app

At Hawley, we use the Arbor app to share communication and information about school. Additionally, we use Seesaw to share information about your child's learning in class. The children will learn to upload their own work in class, and this is also used to communicate homework activities. Please check it regularly.

4. 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.

4.1 Email

Parents should always email the school, using adminoffice@hawley.hants.sch.uk about non-urgent issues in the first instance.

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.

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 two 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 five 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

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, they should email the appropriate email address (see appendix 1) 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 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.

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
- Staff are trained on 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.

5.2 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.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every two years.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- IT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Social Media policy

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 adminoffice@hawley.hants.sch.uk
- 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 try to respond to all emails within two 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
My child's wellbeing/pastoral support	Your child's class teacher in the first instance, then phase leaders EYFS – Miss Ellis KS1 – Mrs Smith KS2 – Mrs McGrath
Payments	School office – Mrs Lody
School trips	School office – Mrs Lody
Uniform/lost and found	School office – Mrs Lody
Attendance and absence requests	If you need to report your child's absence, call: School office – Mrs Lody 01276 31048 If you want to request approval for term-time absence, contact Mrs Baker by filling in an absence request form (see website)
Bullying and behaviour	Your child's class teacher in the first instance, then Assistant Headteachers KS1 & KS2 – Mrs Smith/ Mrs McGrath This may be referred to Mrs Baker
School events/the school calendar	School office – Mrs Lody
Special educational needs and disabilities (SEND)	SENDCo – Mrs Smith
Before and after-school clubs	Premier Education http://www.premier-education.com/
Hiring the school premises	School office – Mrs Lody
PTA	Hawley PTA hawleypta@outlook.com
Governing board	School office – Mrs Lody adminoffice@hawley.hants.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Chair of Governors – Mr Woolnough c.woolnough@hawley.hants.sch.uk Clerk to the Governors – Mrs Lody adminoffice@hawley.hants.sch.uk
Catering/meals	School office – Mrs Lody adminoffice@hawley.hants.sch.uk

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 our school website.

<https://www.hawleyprimary.co.uk/policies/>