



Studham Village CE Academy

Communication Procedures

Introduction

Positive communication is an essential element of the aims and vision of Studham Village CE Academy. This enables our staff, our children and our families to feel valued and listened to.

Aims

To ensure that Studham Village CE Academy is a thriving and successful school, we must communicate effectively with each other; with our children, with their families and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical and professional.

Roles and responsibilities

The Headteacher is responsible for:

- Ensuring that communication with parents/carers is effective, timely and appropriate.
- Monitoring the implementation of this policy.
- Regularly reviewing these procedures.

Staff are responsible for:

- Responding to communication from parents/carers in line with procedures.
- Working with other members of staff to make sure parents/carers get timely information (if they cannot address a query or send the information themselves).

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times.
- Checking communications from school and responding to communications from school in a timely manner.

How school communicates with families

E-mails

The school subscribes to Arbor, allowing email communication with families. We aim to have 100% of parents signed up to email to achieve paperless communication wherever possible. Where this is not appropriate, the parent must contact the school and a hard copy of communication will be provided. In the event of emergency closure, communication will be made to parents / carers via email. For school closures, EYFS will also be notified through Tapestry.

Telephone calls

The school office will make immediate contact with a family member as required i.e. for injuries or accidents. A member of office staff will call the first named contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message and ensure that repeat calls continue to be made to the contact numbers, where possible.

A member of the teaching staff will phone the parent/carer if they wish to discuss a non-urgent matter regarding their child. If they are unable to contact them, they will leave a message or e-mail them asking them to contact the school.

Contact details

The school holds emergency contact details for all children on Arbor and families are contacted on an annual basis to ensure that these are up to date.

Parents/carers identify the order of preference for communication on entry to the school. This remains, unless amended, throughout the child's education. It is vital that parents/carers update their contact details: phone number, e-mail and address in a timely manner.

Estranged/separated parents

Unless there is a court order to the contrary, the school will provide the same information to both parents, provided that contact details have been given.

Families are expected to inform the school immediately in the event that contact information needs to be revised. The school may ask for legal evidence for changes depending on the situation.

Information sharing

The following list, whilst not exhaustive, covers the main ways in which we will provide information for families:

- The school website includes a wide range of information.
- Newsletter
- Parent/carer consultations
- Written report in the Summer term.

Reporting on progress

All families receive progress information on their child three times each academic year.

For children in YN to Y4 we provide two, 10-minute meetings face to face each year; and families are asked to sign up for an allocated date and time. Should an appointment day not be suitable, families are asked to contact their child's teacher who will make every effort to arrange a more mutually convenient time.

Families are encouraged to request additional meetings should they have a concern regarding their child's progress or well-being. Likewise, staff will arrange additional meetings if necessary.

In the summer term, we provide a written report for each child. This report identifies attainment as well as next steps.

For children on the Special Educational Needs & Disability Register (SEND), Personal Learning Plans (PLPs) for children will be reviewed termly and parents/carers will receive a review of their child's current PLP and a new updated plan. For children with an Education, Health and Care Plan, the plan is reviewed yearly and is coordinated by the school SENDCo. The school's SENDCo will be in contact with families to arrange the review meeting. Further information can be found on the SEND policy and SEND Offer on the school website.

Data protection

We hold information on all children in our school and from time to time we are required to pass some of this information to other professional partners for educational purposes. All personal data is held and processed in accordance with the General Data Protection Regulations (for full details see our Data Protection Policy).

How families can communicate with the school

E-mails

E-mail is a quick, effective way of communicating necessary information. Contact can be made by e-mailing the school at school@studhamschools.org.uk E-mails received will be acknowledged and/or responded to within 2 working days. If further communication is required, a timescale will be agreed.

Telephone calls

We endeavour to answer telephone calls between 8.45am and 3.30pm. Where calls cannot be taken, we ask that a message is left on the answerphone. It is our policy that office staff do not interrupt teaching to give messages, unless urgent. If the call requires a response from a member of staff, this will happen within 2 working days.

Reporting absence

Absences must be reported to school@studhamschools.org.uk or by leaving a message on the answerphone, stating the specific reason for the absence. If no message is received, the school will contact families by phone to enquire about the absence. Contact should be made with school for each day of absence. In some cases, it may be acceptable to give a return date.

Opportunities for families to come into school

These are a selection of the opportunities offered throughout the school year for families to come in to school, for example;

- Information sessions (such as phonic/reading presentations & workshops)
- Seasonal productions & events
- New starter meetings
- Sports Day
- Parent coffee mornings held termly

Complaints

All formal letters of complaint will be dealt with in accordance with the Complaints Policy which can be found on the school website or collected from the school office.

The school does not accept anonymous communication unless in relation to matters of serious Child Protection.

When communication becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it is unacceptable, then actions will be put in place in accordance with our Parent Code of Conduct and the Trust Complaints Policy.

Inclusion

It is important to us that everyone in our community can communicate easily with the school. Parents and carers who require help communicating with the school can request an interpreter for meetings and phone calls.

Guidance for Parents: How the School Will Communicate About Sensitive Situations

At times, situations may arise within the school community that require careful, timely, and sensitive communication with parents and carers. Our aim is always to ensure that families receive accurate information, understand the steps the school is taking, and feel reassured about their child's safety and wellbeing.

The following guidance explains how and when the school will communicate with parents about sensitive matters.

A sensitive situation may include:

- An incident that pupils have witnessed or may overhear information about
- An event that could cause concern, confusion, or emotional upset
- A health-related situation involving a pupil or staff member
- Issues affecting safety or school operations
- Any circumstance where clear communication will help support children's wellbeing

The level of detail shared will always be appropriate to the nature of the incident, in line with safeguarding, confidentiality, and data protection requirements.

How the School Will Communicate

The school will choose the most appropriate communication method based on urgency, confidentiality, and the number of families affected. This may include:

Email Notification

Used for most class-wide updates, providing clear information promptly.

Phone Call

Used when:

- A child is directly affected
- Immediate parental involvement is needed
- A personalised conversation is required

Face-to-Face Discussion

Staff may request an in-person meeting when a situation requires more detailed guidance, emotional support, or discussion.

What Parents Can Expect From the School

Parents and carers can expect the school to:

- **Communicate promptly** once accurate information is available
- **Share essential facts only**, avoiding unnecessary detail
- **Protect the privacy and dignity** of the individuals involved
- **Use clear, calm, and reassuring language**
- **Explain any actions the school is taking**, such as extra support or supervision, in line with data protection
- **Signpost support services** if relevant (e.g., pastoral team, safeguarding lead)

The school will always balance transparency with the need to maintain confidentiality.

What the School May Not Be Able to Share

To protect pupils and staff, the school may not be able to share:

- Identifying information about individuals involved
- Medical information or personal family circumstances
- Detailed accounts of incidents
- Information that is part of an ongoing safeguarding process

We ask parents to respect these boundaries and trust the school's commitment to pupil wellbeing and safety.

Supporting Your Child at Home

When a sensitive situation arises, children may have questions or feelings they need help managing. Parents can support their child by:

- Listening calmly to what they say
- Reassuring them that they are safe
- Offering simple, age-appropriate explanations
- Contacting the school if they have concerns or need guidance

The school's staff team is available to help families navigate these conversations.

How Parents Can Communicate With the School

If parents have questions following a sensitive communication, they are encouraged to:

- Contact the class teacher via the school office
- Speak to a member of the senior leadership team
- Request a meeting if they need further support

We welcome open, respectful communication and are here to work in partnership with families.