



Communication Policy

Last reviewed: 01.09.2026

Owner: Headteacher

Due for review: September 2028

Reviewed by: SLT

1. Introduction

At St Mary's, we value positive, clear and effective communication between home and school. To help us respond to you promptly and ensure that information reaches the right people, we ask parents and carers to use the appropriate communication channel for their message.

2. How Parents Should Contact the School

2.1. The School Office

The school office is the first point of contact for most enquiries and administrative matters. Please contact the office by email or telephone regarding:

- ✓ Admissions and school places
- ✓ Pupil information and changes to personal details
- ✓ Consent and permissions
- ✓ School trips
- ✓ Medical information
- ✓ Attendance and absence
- ✓ Complaints, queries or concerns
- ✓ Any other matters that need to be directed to a member of staff

The office will pass your enquiry to the appropriate member of staff where necessary.

We aim to respond to enquiries **within 3 working days**. If your matter is **urgent** and requires a more immediate response, please telephone the school office.

The school office also manages the school calendar and appointments. Please contact the office if you would like to arrange a meeting with the Headteacher or your child's class teacher.

2.2. Class Teachers and Class Dojo

Class Dojo is intended for brief, day-to-day messages that your child's teacher needs to know but which do not require an immediate response.

Teachers typically check Class Dojo at the beginning and end of the school day. During teaching hours, teachers will be focused on teaching and supervising the class and should not be expected to respond to messages.

Class Dojo is suitable for:

- ✓ A brief message about something relevant to your child's day
- ✓ A simple reminder or piece of information that the teacher needs to know

- ✓ Minor day-to-day matters that do not require an immediate response

Class Dojo should not be used for:

- × Urgent messages, including a same-day change of hometime arrangements — *please telephone the school office*
- × Reporting absence — *please use the school's absence reporting procedure*
- × Medical information or changes to medical details — *please contact the school office*
- × Complaints or significant concerns — *please email or telephone the school office*
- × Lengthy or sensitive discussions about your child's learning, progress or wellbeing — *please contact the office to arrange a conversation or meeting*
- × Anything requiring an immediate response or a response during teaching hours

Keeping Class Dojo for brief, essential messages helps it remain an effective quick-messaging service for daily essentials.

2.3. Contacting the Headteacher

If you need to contact the Headteacher, please do so through the school office by email or telephone.

The office can also arrange meetings with the Headteacher or your child's class teacher. This allows us to manage staff availability effectively and ensures that meetings are recorded on the school calendar.

2.4. Contacting the Inclusion Leader

You can contact our Inclusion Leader via the school office if you have concerns about your child's needs being met, or think your child may have special educational needs or disabilities (SEND).

For parents of children with SEND, ongoing communication with the Inclusion Leader by direct email is often used as this helps to facilitate ongoing collaboration and exchange of paperwork.

3. How the School Communicates with Parents

We use a range of communication methods. Each has a different purpose, so please check the following regularly.

3.1. Weekly E-Newsletter

Our weekly e-newsletter, usually sent home on a Friday, is the main way we share key information with parents and carers.

It includes information such as:

- ✓ Upcoming school events and important dates
- ✓ News and developments from across the school
- ✓ Reminders and notices
- ✓ Information about activities and opportunities for pupils and families

Parents and carers should make the weekly newsletter a regular part of their school routine.

3.2. Weekly Class Updates

Teachers will also send a weekly class message to parents, sharing information about what the children have been learning during the week.

These updates provide an opportunity for parents to see what their children have been doing in class and can help families talk about and celebrate their child's learning at home.

3.3. Email

We will use email for specific communications relating to individual children or particular activities.

For example, parents may receive emails containing:

- ✓ Letters and information about school trips
- ✓ Information about clubs or activities your child is taking part in
- ✓ Specific information relating to your child
- ✓ Other communications that require a particular response or action

Please ensure that the school has an up-to-date email address for you.

3.4. School Website

The school website is the place to find key and ongoing information about the school, including important policies, general information and other useful resources.

3.5. Facebook

The school uses Facebook to share news, activities and events with the wider school community. This is primarily a way of celebrating school life and sharing what is happening at school, rather than a formal channel for contacting the school or receiving important individual communications.

4. Effective Communication Principles

- 4.1. Our aim is to make communication between home and school clear, purposeful and manageable for everyone. Using each communication channel for its intended purpose helps staff respond effectively while ensuring that important information reaches families.
- 4.2. Please ensure that the school always has your current telephone number, email address and emergency contact details so that we can contact you when necessary.
- 4.3. Please use a single channel of communication to avoid duplication and confusion. For example, if you have emailed the school office you do not need to copy this on Dojo, and vice versa.
- 4.4. We will always communicate with parents and carers in a respectful and professional manner. We expect the same courtesy towards our staff and within our community.