

**PUDSEY BOLTON ROYD
PRIMARY SCHOOL**



'We enjoy. We achieve.'
Care Growth Teamwork

Communication Policy

Date of ratification: **May 2025**

Ratified by: **Governing Board Committee**

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1. Introduction and aims

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).
- The school office staff are responsible for ensuring parents have access to the school's online communication system Arbor.
- Staff will **aim** to respond to communication during core school hours (8:30am - 3:30pm). 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 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
- Providing school with a current email address.

Any communication that is considered disrespectful, abusive or threatening will be treated in line with section 6 of this document.

Parents should **not** expect staff to respond to their communication outside of core school hours (8:30am - 3:30pm) 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 of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.0 Communication may be via the following forms:

3.1 Face to face conversation

Pudsey Bolton Royd staff value mutual and supportive relationships with parents. We would always encourage parents to discuss views and concerns with their child's class teacher. In addition, members of SLT are always available on duty at the start and end of the day. Although we will try to address any issues or concerns at these times, it may be necessary to arrange a follow-up meeting/discussion.

3.2 Email

Email is a quick, effective way of communicating information. However, it does not replace face-to-face meetings where discussion is required. School should acknowledge emails within 3-5 working days, unless the sender has been given a legitimate reason for the delay, such as consultation, investigation or staff absence. If your email is not directed to a named person, it may take longer to generate a response. Emails received outside of office hours will not be read until the following working day.

3.3 Telephone calls

If parents **need** to phone to a leave non-urgent/time critical message for a specific member of staff, the best way to do this is via email to info@pudseyboltonroyd.org (making sure you mark the email for the attention of the specific member of staff). If you are not able to email, you can call the school office and leave a message. You will then be contacted within 3-5 working days.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

3.4 Student absence

It is the parent's responsibility to contact the school on the first day of their child's absence, giving the reason for the absence. If a child is absent from school and we have no indication of the reason, school will follow first day absence procedures. Initially, parents will receive an in-app message and/or an absence call. If still no response a follow-up email is sent on Friday informing them that the absence will be coded as unauthorised unless they inform school of the reason. For significant religious events, parents may receive a link to a Google Form, which parents should complete to authorise the absence.

3.4 Arbor

The Arbor app is a quick, economic and efficient method for the school to communicate with parents. All letters and extended messages are sent through Arbor by email. These emails will appear in your email inbox and **NOT** in the Arbor app. All parents should inform the school of their current email address and check for messages regularly.

Arbor is used to send out a variety of information, either to a targeted group, to all the school community or to individual parents. The newsletter, which provides information about whole school events and all other letters relevant to the whole school, are sent out to all parents via email.

3.5 Meeting with parents

We encourage parents to contact the school if issues arise regarding their child's progress. For everyday issues parents should contact their child's class teacher. For persistent or serious issues the class teacher may elevate this to be dealt with by the Deputy Headteacher or the Headteacher

Any parent wishing to arrange a meeting with a member of staff should contact the school office in advance and make a request. This will then be arranged at a time convenient to both parties. The subject for that meeting should be shared in advance to help staff be fully prepared, ensuring the meeting is productive.

Parents (like all visitors) should report to the main office prior to meeting with a member of staff and sign in on the inventory system.

It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation.

When a pupil is accompanying a parent for a meeting, it is perfectly acceptable to ask a pupil to remain out of the meeting for part of it. Meetings should be solution focused and the teacher should not feel threatened at any time. Teachers will stop the meeting and involve SLT should this be the case. (Please refer to section 6)

3.6 Planned meetings

Annual planned meetings include parents evenings; residential meetings, curriculum consultation meetings, prior to Year 6 SATs meeting (spring term) and new to Reception parents meeting (summer term).

3.7 Written 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, targets for the following year and their attendance
- Reception outcomes
- Phonics screening results
- KS2 SATs results
- Year 4 Multiplication Tables Check results

3.8 SEND Meetings

When pupils have special educational needs or disabilities, if they are making less than expected progress or if they are experiencing social and emotional/behavioural difficulties, we may arrange to meet with parents more regularly than the two planned parent consultation meetings. SEND meetings will usually be attended by the school's SENDCo along with the class teacher. When school has sought advice from external agencies (e.g. SENIT, STARS, Educational Psychology), we will try to provide opportunities for parents to meet with the professionals. Pupils with EHCPs will have an annual review meeting once a year. Please see the SEN Information report on the school's website for further information.

3.9 Parent Consultations

We hold two planned parent consultation sessions over the course of the 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.

3.10 School website

Key information about the school is posted on our website, including:

- School times and term dates

- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

4. Inclusion

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) in 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.

5. Inappropriate conduct

Pudsey Bolton Royd Primary School will not tolerate inappropriate behaviour, including:

- Verbal abuse (swearing, aggressive language)
- Discriminatory remarks or actions
- Physical violence or intimidation
- Bullying, harassment, or threats
- Damage to school property
- Breaching security procedures

In cases of inappropriate behaviour, the school will follow a series of steps based on the severity of the situation:

- Rude or Abusive Calls: Any calls that are rude, threatening, or demanding in tone will be politely ended immediately. Staff members are not required to engage in conversations that are abusive or disrespectful.
- Non-Response to Inappropriate Communications: The school will not reply to communications, whether by phone, email, or in person, that are rude, threatening, or demanding in nature. We reserve the right to cease communication if the tone or content of the message is unacceptable.
- Banning from Site: As per Section 547 of the Education Act 1996, it is an offence to cause a nuisance or disturbance on school premises. Individuals displaying disruptive or aggressive behaviour may be asked to leave the site. In serious cases, the school reserves the right to issue a ban from school premises. If a person is banned, the school may take legal action to enforce this ban.

Further Action: In cases of serious misconduct, including threats or violence, the school will contact the police to ensure the safety of all individuals on the premises.

6. 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 the school website.

7. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing board.

Appendix 1: Communication Procedures

The school office can be contacted between 8.15am and 4.00pm on school weekdays.

Postal Address	Telephone	Email:
Pudsey Bolton Royd Primary School Moorland Grove Pudsey LS28 8EP	0113 3862560	info@pudseyboltonroyd.org

Message, Queries, Concerns	Person to Contact
If your child is absent from school...	Please notify the school office each day of absence by 9.30 am by telephone on 0113 3862560, send a message on Arbor or complete the Google absence form which can be found on the school website. Please note that this notification does not guarantee that absences will be authorised.
If you have a quick message for your child's teacher about collection, concerns, home learning etc...	Talk to your child's teacher at the cloakroom door at pick up or drop off times. Alternatively, emails can be sent to the school office.
If you would like to talk about your child's learning progress...	Make an appointment to meet with your child's teacher, by speaking to them or emailing the school office.
If you are concerned about social behaviours or bullying...	Make an appointment to meet with your child's teacher via the school office. If, following your discussion you would like more information, make an appointment to meet with the Family Support Manager, via the school office telephone number or email (see above)
If you would like to discuss your child's special educational needs....	Make an appointment to discuss your concerns with the class teacher, who may then seek advice from the SENCO.
If you would like to find out about after school clubs or have a query...	Check the school website or email the office.
If you have a query about Breakfast Club...	Please contact the school office.
If you have a payment query ...	Enquiries can be made to the school's office staff.
If you have a school dinner enquiry...	Please contact the school office directly.
If you wanted to check if the school is open...	Please check the school website and Arbor emails and in app messages. In the event of bad weather, please check the School Website, Leeds City Council and Radio Leeds. Messages will also be communicated through Arbor.

If having followed the steps above, your question or concern is not resolved, please make an appointment with the school office to meet with the Headteacher or Deputy Headteacher.

If you would like to contact the Governing Body, they may be contacted directly, in writing, via the school office. All correspondence must be sealed and addressed to the Chair of the Governing Body.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher:
My child's wellbeing/pastoral support	Your child's teacher who may involve the Family Liaison Officer
Payments	School office
School visits	Your child's teacher
Uniform/lost and found	School office
Attendance and absence requests	<p>If you need to report your child's absence, call: 0113 3862560, complete the Google form on the school website or send a message through Arbor.</p> <p>Attendance questions / queries should be raised with the school office.</p>
Bullying and behaviour	Your child's teacher
School events/the school calendar	School office info@pudseyboltonroyd.org
Special educational needs (SEN)	Your child's teacher
Governing board	(Chair of Governors) Jean Preston
Catering/meals	School office