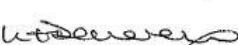




Nerrols Primary School and Nursery

Communication Policy

Lead reviewer	Headteacher
Approving board/ committee	The Local Governing Board
Date approved	December 2025
Date implemented	January 2026
Review period	2 Years
Next review due	January 2028
Signed (Headteacher)	
Signed (Chair of Governors)	

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Statement of intent

At Nerrols Primary School and Nursery, we believe that clear and open communication between the school and parents and carers has a positive impact on our children's learning because it:

- Gives parents and carers the information they need to support their child's education
- Helps us to improve, through feedback and consultation with parents and carers
- Builds trust between home and school, which helps us all to better support each child's educational and pastoral needs.

The aim of this policy is to promote clear and open communication by:

- Explaining how we will communicate with parents and carers
- Setting clear expectations for responding to communication from parents and carers
- Helping parents and 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.

We will only communicate with parents and carers in respect of their own children at our school. Requests to raise a concern or share feedback on behalf of another parent will be declined, as will be requests for information on other children. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.

1. Links with other policies

This policy should be read alongside:

- SEND Policy
- Teaching, Learning and Assessment Policy
- Complaints Policy and Procedure
- Acceptable Use Policy

2. Roles and responsibilities

The headteacher is responsible for:

- Ensuring that communications with parents and carers are effective, timely and appropriate
- Regularly reviewing this policy.

All staff are responsible for:

- Responding to communication from parents and carers in line with this policy, our Code of Conduct and Acceptable Use policy
- Working with other members of staff to make sure parents and get timely information if they cannot address a query or send the information themselves.

Our staff **will not** usually respond to communications to parents and carers outside of their working hours or during school holidays. Members of the Strategic Leadership Team may respond outside of working hours in some circumstances and this decision will be made by their own professional judgement or the headteacher.

Parents and carers are responsible for:

- Ensuring that communication with the school is always respectful
- Addressing communications to the appropriate member of staff in the first instance, or contacting the School Office if they are unsure
- Requesting and responding to communications (such as requests for meetings) in a timely manner. Parents and carers are politely reminded to ensure that any requests for communications with school staff take into consideration school holidays (for example, not 'counting' the days and times in which we are closed in their expectations of organising communications)
- Checking all communications from us, including the Newsletter
- Ensuring we have the most up-to-date contact and medical information for their child.

3. Communication

The sections below explain how we aim to keep parents and carers up-to-date with their child's education and what is happening at Nerrols.

My Child At School (MCAS) app

Parents and carers should ensure they use our school app MCAS regularly to make sure they do not miss important communications or announcements that may affect their child.

MCAS is our chosen communication route as:

- It removes the risk of data breaches caused by human error when sending emails to large groups of recipients.
- All messages from us can be accessed in one place removing the risk of messages being lost amongst the email inboxes of our community.

We use MCAS to keep parents and carers informed about the following:

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

Conversations and Meetings

It is our view that face-to-face conversations are the best way of communicating. Parents and carers should ensure they speak with their child's class teacher at drop off or pick up times for quick, short messages about their child. Class teachers are available for quick messages at the start (between 8:40am-8:45am) and end (between 3:15pm-3:25pm) of the school day.

When a member of staff is not able to speak to you immediately face-to-face due to other school commitments, or a longer conversation is deemed necessary or appropriate, then a request for a meeting can be made to discuss the matter either in person or by telephone, later. Parents and carers can email the School Office to request a meeting or telephone call with their child's class teacher and we will endeavour to arrange this as soon as possible.

Outside of school hours (8:45am-3:15pm), parents and carers are reminded that all staff do have additional duties which they perform, including attending professional development meetings and leading after-school clubs and so the availability of staff outside of teaching hours should not be assumed. School staff are unable to attend meetings at break or lunchtime.

Should a meeting be requested the decision of which staff member(s) will attend will rest with the Strategic Leadership Team.

We hold two Parents' Evening meetings each year. During these meetings, parents and carers can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing, or any other area of concern. Parents and carers are strongly encouraged to attend these meetings.

Should parents and carers wish to learn more about their child's learning, we also send out a Curriculum Overview document at the start of each half-term detailing more about our curriculum. We also hold a Curriculum Fair at the end of each half-term where parents and carers are invited into our school to find out more about what their child has been learning.

We may also contact parents and carers to arrange meetings if there are concerns about a child's achievement, progress, wellbeing or behaviour.

Parents and carers of children with special educational needs or disabilities (SEND), or who have other additional needs, may also be asked to attend additional meetings.

Emails

School Office: office@nr.huish.education

Parents and carers are welcome to email about non-urgent issues in the first instance.

Emails will be most helpful if they are concise, explaining concerns in a clear way. Emails that are lengthy and overly detailed can make it more difficult to understand what is being explained and for us to respond in a timely or clear way.

We will aim to respond to emails within 5 working days. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents and carers await a response from us and that further emails are not sent pending that response, unless the new deadline has passed.

Phone calls

School Office: 01823 792655.

If a query or concern is time sensitive and urgent, parents and carers should call the School Office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls on the same day due to teaching and other commitments.

If the query or concern is not time sensitive and urgent, parents and carers should email or call the School Office and the relevant member of staff will aim to contact them within 5 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.

For all general enquiries, please call or email the School Office.

Social Media and Online Platforms

We will not respond to concerns raised via social media or online platforms, such as Facebook.

Should we be made aware of any threats or abusive behaviour towards staff members or children on roll at our school on social media, we will report them to the Police and seek the removal of the content from the site.

Nerrols' Newsletter

We send out a Newsletter fortnightly on a Friday. The purposes of the Newsletter are to keep parents and carers informed about what has been happening across the School and Nursery, as well as to communicate about upcoming events.

Where possible, we aim to give parents and carers at least 2 weeks' notice of any events or special occasions (including special assemblies or visitors). Parents and carers are encouraged to check the 'Key Dates' section of our Newsletter regularly.

Reports

Parents and carers will receive an annual Report about their child's learning, including:

- An end-of-year report covering their achievements, how well they are progressing, and their attendance
- Assessment information detailing their child's attainment, as well as any statutory assessment results such as the Phonics Screening Check and end of Key Stage 2 national curriculum tests.

School website

Key information about our school is also available on our website, including:

- School times and term dates, including INSET days
- Notable events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about Breakfast Clubs and After-School clubs

Parents and carers should check the website before contacting us.

Our website has a language translate feature so that everyone in our community can communicate easily with us.

4. Types of unacceptable behaviour and communication

There are some types of behaviour / communication that we consider unacceptable. These are as follows:

- Any act of physical aggression towards a member of school staff or other member of our community, such as hitting, punching, slapping or kicking;
- Physically intimidating a member of school staff or other member of our community, such as by standing too close to them;
- Shouting at a member of school staff (either in person or over the telephone);
- Swearing at or towards a member of school staff or other member of our community, including using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010;
- Threatening or offensive comments about a member of school staff or other member of our community, including verbally, via texts, emails or on social media;
- Sending abusive messages to a member of school staff or other member of our community member of staff, including via text, email, or social media;
- The use of aggressive hand gestures, including finger pointing, towards a member of school staff or other member of our community;
- A large volume of emails in respect of the same matter over a short period of time;
- Continuing to raise the same issue despite it having been already addressed by the school;
- Posting defamatory, offensive, or derogatory comments about our school or staff on social media platforms;
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches);
- Breaching or not conforming to the school's security procedures
- Covertly recording phone calls or meetings with a member of school staff or
- Any other behaviour that is disrespectful, threatening, or offensive.

This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

5. Actions that may be taken by the school because of unacceptable behaviour and communication

We will always seek to respond to an incident in a proportional way. The final decision for how to respond to the unacceptable behaviour and communication rests with the headteacher and, where necessary, the Local Governing Body.

1. In the first instance, (if the unacceptable behaviour has occurred on site) we will ask the parent to desist and/or leave our school site. If the behaviour is of a serious nature, the police will be contacted.

2. We will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.
3. If unacceptable behaviour is considered to have occurred we may take the following actions, dependent on the severity of the behaviour:
 - The parent or carer will be informed verbally that their behaviour is unacceptable and, if it is not modified, further action will be taken.
 - The parent or carer will be informed in writing that their behaviour is unacceptable and, if it is not modified, further action will be taken.
 - Advising the parent or carer that all future meetings with a member of school staff will be conducted with a second person present and, if necessary, will be minuted.
 - Putting in place a Communication Plan to deal with any communication between the parent or carer and us. For example, except in emergencies, communication to us must be in writing only to a named individual and we can set out timescales for our response.
 - A warning letter or an immediate ban from the school site.
 - Contacting the Police where behaviour is criminal in nature.
 - Seeking advice from our legal team regarding further action.

6. 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 Local Governing Board.

Appendix 1: Who should I contact?

I WOULD LIKE TO...	WHO YOU NEED TO TALK TO...
Ask a quick, non-urgent question about my child's learning/class activities/lessons/homework/wellbeing	Your child's class teacher on the playground at the start or end of the day, or by emailing the School Office: office@nr.huish.education
Leave a quick, non-urgent message about my child	Your child's class teacher on the playground at the start or end of the day, or by emailing the School Office: office@nr.huish.education
Communicate an urgent arrangement	Telephone the School Office: 01823 792655
Arrange a meeting to discuss concerns I have about my child's learning/class activities/lessons/homework/wellbeing/ behaviour	1. Your child's class teacher 2. SENDCo (if the concern is SEND-related) 3. Senior Teacher 4. Headteacher
Discuss a change to my child's medical needs	Email the School Office to arrange a meeting with the SENDCo and your child's class teacher: office@nr.huish.education
Raise a safeguarding concern relating to a child at Nerrols Primary School or Nursery	Your child's class teacher or the Designated Safeguarding Lead: safeguarding@nr.huish.education or 01823 792655
Ask a question or find out more about payments, school trips or school events	Email or call the School Office: office@nr.huish.education or 01823 792655
Find out more about term dates (including INSET days), school uniform or to read important policies	Visit our school website: Nerrols Primary School, Taunton - Creative & innovative place of learning
Make a Wraparound or After-School Club booking for my child	MCAS app
Find out more about what has been happening at Nerrols	Read our fortnightly Newsletter: News - Nerrols Primary School
Find out more about SEND	Read our SEND Policy: Policies - Nerrols Primary School Email our SENDCo: SEND@nr.huish.education
Contact the Local Governing Body	Email the School Office: office@nr.huish.education

Appendix 2: Communication Flowchart

Step 1

Your first and main point of contact is always **your child's class teacher**. You should speak with them if you have any questions or would like to share any concerns you have about your child's learning or experiences at our school.

The best way to do this is by speaking with them at the start (8:40am-8:45am) or end (3:15pm-3:25pm) of the school day.

Step 2

If you are still concerned or would like to talk in private, you should ask to arrange a meeting or phone call with **your child's class teacher**. This will be arranged at a mutually convenient time and will give you more time to explain things.

The best way to do this is to either arrange the meeting or phone call directly with your child's class teacher or by contacting the School Office.

Step 3a

If, after meeting with your child's class teacher, you are still concerned you should ask to arrange a meeting with our **SENDCo** if your concern is related to SEND.

The best way to do this is to contact the School Office.

Step 3b

If, after meeting with your child's class teacher (and or our SENDCo), you are still concerned you should ask to arrange a meeting with our **Deputy Headteacher**.

The best way to do this is to contact the School Office.

Step 4

If, after meeting with your child's class teacher, our Deputy Headteacher and/or our SENDCo, you are still concerned you should ask to arrange a meeting with our **Headteacher**. This will be arranged at a mutually convenient time and will give you more time to explain things.

The best way to do this is to contact the School Office.

As part of this meeting, the Headteacher will explain to you what to do if you are still concerned.