



Seamer and Irton CP School Communication Policy



Policy name	Communication Policy
Frequency of review	Biennial
Governor lead	Helen Mallory
Lead member of staff	Robert Webb
Reviewed on	March 2024
Reviewed by	Governing Board
Next review	March 2026

KEY OBJECTIVES

All communications at Seamer & Irton CP School should:

- Keep parents, pupils, staff and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon-free English and be easily understood by all
- Use the method of communication most effective and appropriate to the context and audience
- Either be neutral or offer a balanced presentation of political views

COMMUNICATION WITH PARENTS AND OTHER IMPORTANT STAKEHOLDERS

Effective communications enable us to share our school aims and values as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their children.

Whilst staff will always seek to establish open and friendly relationships with parents, it is essential that relationships are professional and parents are addressed in a formal manner in all written communication, whatever the form.

COMMUNICATION PROCEDURES

The school office can be contacted between 8.30am and 4.00pm during term-time. Messages can be left out of hours.

Postal address	Telephone	Website	Email
Seamer & Irton CP School Denison Avenue Seamer YO12 4QX	01723 863489	http://www.seamerirtonprimary.co.uk	admin@seamerirton.n-yorks.sch.uk headteacher@seamerirton.n-yorks.sch.uk

The primary methods of communication are:	Examples of usage
Email	Weekly newsletters, notification of events and visits, dates for your diary.
Text message	Urgent messages, arrival/return times following residential visits.
Scholarpack parent app	As above.
Twitter	Class activities and reminders, photos of the pupils and their work.
Noticeboards	Safeguarding information, dinner menus, newsletters and general notices.

Telephone	Accidents and medical incidents.
Face to face meetings	Parents' consultation evenings.
School website	School policies, curriculum information.

Regular communications	Minimum expectations
Newsletter	Weekly
Parent consultations	2 x appointments (Autumn and Spring terms) 1 x open evening in the summer term
Twitter posts	At least once per week per class

Communication from parents

The main communication from parents is via email or telephone and parents are asked to contact the school via the school office or the teachers' school email addresses, which are published on the school website. This enables the school to act in a timely manner and ensures that the response is addressed within the time scale outlined below:

Acknowledgement: 1 working day

Response: 3 working days

In exceptional cases where further information or a thorough investigation is required a 10-working day limit is applicable. If this is the case, then a holding communication will be made.

Teachers set aside time each school day to check communications. However, commitments, illness and part-time working may restrict an immediate response. We therefore ask for patience and understanding from our parents when awaiting a response.

Under no circumstances should staff contact pupils or parents or conduct any school business using personal email addresses.

FAQ

Messages, queries, concerns...	How to make contact
If your child is absent from school.	Please notify the school office each day of absence by telephone or in person before 9.30am
If you have a quick message for your child's class teacher about collection, homework or a minor concern, for example.	Talk to your child's teacher at leaving time or leave a message at the school office for them to ring you. Email the class teacher – see above.
If you would like to talk about your child's academic progress, social development or behaviour.	Email or telephone to arrange a meeting with the class teacher.
For other general enquiries.	Telephone school office or email admin@seamerirton.n-orks.sch.uk
If you have a complaint.	Follow the school's complaints policy, which is available on the website.

LINKED POLICIES

The following policies are linked to our Communications Policy:

Complaints Policy

Acceptable Use Policies

Mobile Phone and Smart Technology Policy

Twitter/X Policy