



Parent Communication Policy

Newhall Infant and Nursery School

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<u>Written by</u>	Senior Leadership Team: Mrs S. White Miss C. Butler Mrs P. Pooley Mrs S. Dicken Mrs S. Leatherbarrow
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Introduction

At Newhall Infant and Nursery School, we believe that an effective partnership between home and school is beneficial in supporting children in their learning. This policy outlines the expectations for positive home-school communications.

We use the term 'parents' in this policy to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

The term 'member of staff' as referred to in this policy includes:

- Anyone employed by the school
- Anyone training in a professional capacity at the school
- Governors (when acting in this capacity)

This communication policy aims to set out the methods of communication available to parents for contacting the school and our expectations from parents when visiting our school or communicating with staff at our school. We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

*If you are considering making a formal complaint, please see our formal complaints policy (this can be found at newhallinfants.co.uk). However, our policy suggests that other forms of communication can often help in resolving issues and we encourage parents to use this route. **This, however, is not compulsory and does not prevent the use of the complaints policy either straight away or after other forms of communication have been tried.***

Communicating with our School

Meetings:

Face-to-face conversations are generally the best way of communicating with the school at drop off or pick up for quick, short messages. When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, at a later date.

Outside of teaching hours, all staff have additional duties which they perform either before school, during lunch or after school so availability of staff outside of teaching hours should not be assumed. Should a meeting be requested, the decision of which staff member will attend will rest with the Headteacher.

Email:

Parents are welcome to email the school about non-urgent issues in the first instance: enquiries@newhallinfants.co.uk. Our office staff will endeavour to respond to emails within three working days, or these will be passed on to the relevant staff member.

ClassDojo:

Please see our separate ClassDojo policy for further details and information, but please bear in mind that teaching staff may be unavailable to respond quickly to ClassDojo messages as they will likely be busy in the classroom.

Phone Calls:

If a query or concern is time sensitive and urgent, the parent should call the school office on 01283 216496. Office staff will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls immediately due to teaching and other commitments.

For general enquiries or absences, please call or email the school office.

Social Media:

Newhall Infant and Nursery School will not respond to messages via Social Media. Our school social media will be used for posting reminders, photos and school updates. Any social media comments **must** be kept respectful and positive. Any inappropriate comments will be removed and/or blocked.

Unacceptable Communication

There are some forms of communication that the school consider unacceptable, please see the following list (this list is not exhaustive but seeks to provide illustrations of such behaviour which has no place in our school community):

- Swearing
- Physical aggression; e.g spitting, hitting, punching, kicking, slapping
- Physical intimidation of staff
- Aggressive hand gestures, e.g pointing of a finger towards a face/shaking a fist
- Derogatory language
- Threatening or Offensive comments
- Abusive messages
- Continuing to raise the same issue despite it having been already addressed by the school
- Posting defamatory, offensive or derogatory comments about the school, its 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 member of staff

Actions that may be taken as a result of Unacceptable Communication

If unacceptable behaviour is considered to have occurred the following actions may be taken by the school, dependent on the severity/gravity of the behaviour. (This list is in no particular order, as the actions taken will respond directly to the inappropriate communication):

- The parent will be told verbally that their behaviour is considered to be unacceptable and politely reminded of the communications policy, if it is not modified, the school will take further action. (If there is communication which is deemed to be unacceptable via telephone, Newhall Infant and Nursery School staff reserve the right to terminate phone calls immediately and this will be reported to the Headteacher).
- The parent will be told in writing that their behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.

- Advising the parent that all future meetings with a member of staff will be conducted with a second person present and may be minuted.
- Putting in place a contact plan to deal with any communication between the individual and school. For example, except in emergencies, communication to the school must be in writing only to a named individual and the school can set out timescales for school responses.
- A warning letter or an immediate ban from the school site.
- Contacting the Police where behaviour is criminal in nature.
- Seek advice from the local authority's legal team regarding further action.

Our school 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 Governing Body.

This Communications Policy has been written in conjunction with the following policies:

Online Safety Policy

Acceptable Use Agreement

ClassDojo Policy

KCSIE

Child Protection & Safeguarding Policy

Technical Security Policy

(All of which are available to read at www.newhallinfants.co.uk)