

GREAT CHESTERFORD C. OF E. PRIMARY ACADEMY



Two are better off than one, because together they can work more effectively.

Ecclesiastes 4:9

Parent Communications Policy September 2025

At Great Chesterford C. of E. Primary Academy, we aim to provide the best possible education for each child within the context of a caring Christian community. Our school values underpin all aspects of school life, including behaviour and relationships within our school. Our school values are: God's Guidance, Respect One Another, Excellent Behaviour, Aiming High and Tremendous Teamwork. Our Golden Rule is: 'to treat others as you would like to be treated'. Our curriculum promotes the spiritual, cultural, intellectual, moral, mental physical, health, and social well-being of each child. We strive to provide a high standard of education for all children, irrespective of gender, culture, ability, or aptitude.

This policy outlines the processes, procedures and guiding principles intended to underpin all communications between the school and parents, in order to maintain an effective and harmonious school community rooted in respect.

COMMUNICATIONS FROM THE SCHOOL TO PARENTS

Parents can expect to receive the following written/electronic communications:

- A regularly updated School and Trust website – detailing key school information, e.g. term dates, uniform, policies and procedures.
- Newsletters from the Headteacher usually fortnightly but at least twice per half term, celebrating school life and disseminating key updates and important messages.
- Additional parent emails as required from the school office.
- A termly newsletter from class teachers, outlining key learning content, information about PE days, and upcoming events/ dates. These are sent alongside the respective topic web for the term and are posted on the class pages on the school website.
- Parent-teacher consultations (twice per year) and formal written reports (once per year) to advise you of your child's progress, learning and behaviour for learning.
- A 'Meet the Teacher' meeting early in the Autumn term outlining topics, expectations and routines for the year ahead. The slides will then be added to the class pages of the website following the meeting.
- Class teacher phone calls or emails when needed.

In addition to this, each morning on the playgrounds there are adults that you can speak to. These adults are there to help bring children into school, take messages and listen to any concerns. Your child's class teacher is available to discuss matters informally at pick-up.

In the case of emergency communication, parents can expect the following:

- An urgent phone call if the incident involves their child in particular.
- In case of an emergency school closure before or during the school day, messages will go out via email and the school website.
- An unexpected change of arrangements in clubs, fixtures or trips will be communicated to parents via email.

COMMUNICATIONS FROM PARENTS TO THE SCHOOL

Great Chesterford C. of E. Primary Academy can reasonably expect parents to:

- Sign and uphold the home/school agreement.
- Read and respond to emails sent home, as needed.
- Phone or email the school to arrange an appointment to meet a member of staff.
- Contact the relevant member of staff (see 'who to contact' below) in the first instance and avoid the temptation to escalate a matter to more senior colleagues until other channels have been explored.
- Keep us informed of changes in contact information and personal circumstances which affect their child – this is particularly important.

- Send emails to staff through the office team (admin@greatchesterford.essex.sch.uk) rather than directly to staff members.
- Be sensitive to the fact that the first priority of every teacher is to teach their classes and that frequent emailing can be disruptive and counterproductive.
- Raise concerns with an appropriate member of staff, in a polite manner, rather than making comments about the school on social media (see 'tone and manner of communications' below and the 'Parent WhatsApp Groups' on the website).

WHO TO CONTACT

All emails/ calls should be directed to the school office at admin@greatchesterford.essex.sch.uk or 01799 530292. They can be addressed to the following people respectively:

Reason for Communication	Contact
Lost items, friendship issues in the class, concern about learning, behaviour, pastoral support etc.	Class teacher
Change of personal details, absence requests, medical information, Free School Meals etc.	Office staff
Information about KidzActive clubs	Contact KidzActive directly
SEND, additional needs, learning support	SENCO
Concerns regarding a child's safety / wellbeing outside of school, or a disclosure that a child has made to you.	Designated Safeguarding Lead (Headteacher, Deputy Headteacher or Senior Teacher)
If your query or concern has not been addressed by the relevant staff member.	Deputy Headteacher / Headteacher

RESPONSE TIMES

We can reasonably expect staff to:

- Reply to emails, phone messages and other communications within 2 working days¹. There is no expectation that a member of staff should reply to any message received during a weekend or holiday until the next working week begins. If a meeting is deemed necessary or appropriate, staff will aim to arrange this within 5 school days. If the school feels that more than one member of staff is needed to attend the requested meeting, school reserve the right to exceed this number of days.
- Reply using a holding message if more than two days is required to investigate the matter raised.
- Use an appropriately formal tone in emails and letters to parents.
- Not reply to any email or letter that is rude or aggressive in tone or content, or sent out of reasonable working hours, but pass the communication on to the Headteacher.

tone and MANNER OF COMMUNICATIONS

We expect everyone to:

- Be calm, friendly and polite in all communications (including in writing, in face-to-face meetings, during parents' evenings, phone conversations and at school events).

¹ Working days refers to the member of staff's working days and not necessarily school days if they are not a full-time member of staff.

- Set out to build and maintain a positive home/school relationship in the interests of the child, e.g. by ensuring that the language, tone and manner used is respectful and befitting of the communication.
- Allow proper investigation processes to take place and avoid apportioning undue blame or making unfounded accusations.
- Have respect for each other.

Although it is a rare occurrence, when communication becomes inappropriate, aggressive, vexatious, persistent, or disproportionate and the school deems it is unacceptable, actions will be put in place. This behaviour will not be tolerated and may result in a parent/carer being banned from the premises. These actions will involve: The headteacher, senior management and the school Chair of Governors, and if appropriate, the police.

LINKS TO OTHER POLICIES

The following policies link closely to the information included in this policy:

- Complaints Policy/Procedures
- Relationships and Behaviour Policy
- Code of Conduct Policy
- Child Protection Policy
- Home/School Agreement

EVALUATION, REVIEW AND REVISION

This policy was written in September 2025. It was drawn up in consultation with, and reflects the consensus of, the Headteacher, members of the teaching staff, and members of the Governing Body. It will be reviewed in two years' time or before, if it is felt appropriate.

Signed: <i>Amy Sargeant</i> Headteacher	Date: September 2025
Signed: <i>Wazz Mughal</i> On behalf of the Governing Body	Date: September 2025
Next Review Date:	September 2027