



John 10:10 – 'I have come that they may have life and have it to the full'.  
Inspired by John 10:10, we strive for all members of our community to learn and live  
'Life in all its Fullness'.

## Communication Policy

### Need to speak to us?

- [Speak to your child's class teacher at school pick up](#)
- [Telephone the school office on 01252 543320](#)
- [Email us at adminoffice@st-peters-jun.hants.sch.uk](mailto:adminoffice@st-peters-jun.hants.sch.uk)

### Context

Underpinned by our vision of *'life in all its fullness'*, we believe in a positive, effective and respectful relationship between home and school. We understand that good communication plays a vital role in achieving this. As a Church school, we advocate an 'open door' culture; it is important to us that every family feels welcome.

In our mission to maintain a strong partnership between home and school, this communication policy aims to set out:

- the methods of communication available to parents for contacting the school
- our expectations from parents when communicating with staff at our school
- the types of communication that parents can expect from the school.

### Raising concerns

- A concern may be defined as 'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'.
- A complaint may be defined as 'an expression of dissatisfaction however made, about actions taken or a lack of action'.

If parents are considering making a formal complaint, they should refer to the procedures set out in our complaints policy. In any situation, we strongly encourage parents to contact the school at the earliest opportunity so that any issues can be dealt with immediately. All concerns are taken seriously and they are dealt with robustly.

We pride ourselves in working together, and we expect all members of our community to show mutual respect. We acknowledge that sometimes there can be situations that can be emotional and challenging. However, we expect parents to engage respectfully with school staff and to work together with them in the best interests of the children.

Where concerns are raised with the school, the class teacher or a member of the Senior Leadership Team (SLT) will respond to parents within two working days. The next section of this policy provides further details about our procedures for communication.

## Parent communication with the school

There will always come a time when you need to discuss something with your child's teacher.

- **School Gate**

We warmly encourage parents to speak with a member of staff at the school gate. A member of the Senior Leadership Team or the SENCO is available at the gate every morning, from 8.30am until 8.50am. Class teachers are available at the end of the school day, from 3.25pm. We suggest the gate as an initial starting point for any conversation, recognising the importance of face-to-face communication.

- **Phone Call**

Some parents might require a phone conversation with the school. In this case, parents are encouraged to make an appointment via the school office. Parents are strongly advised to follow this course of contact, rather than emailing staff directly.

- Make an appointment via the school office on 01252 543320
- Email us at [adminoffice@st-peters-jun.hants.sch.uk](mailto:adminoffice@st-peters-jun.hants.sch.uk)

- **Meeting**

If a longer conversation is required, parents are welcome to book an appointment with the class teacher via the school office. The school will aim to arrange that meeting within five working days. Parents are encouraged to raise concerns with their child's class teacher in the first instance, before arranging an appointment with the SENCO and/or member of SLT.

- Make an appointment via the school office on 01252 543320
- Email us at [adminoffice@st-peters-jun.hants.sch.uk](mailto:adminoffice@st-peters-jun.hants.sch.uk)

## Email Communication

- Parents are advised to email the school office: [adminoffice@st-peters-jun.hants.sch.uk](mailto:adminoffice@st-peters-jun.hants.sch.uk)
- Parents should not email staff members directly.
- Where a concern is raised, parents are reminded of the importance of constructive and respectful communication.
- The school will aim to respond to emails within two working days.
- We ask that parents await a response from the school and that further emails are not sent pending that response.

## Communication during school hours/working days

- Staff will aim to respond to communication during core school hours, from 8.30am until 3.25pm, or their working hours (if they work part-time).
- Parents should not expect staff to respond to their communication outside of core school hours 8.30am – 3.25pm, or during school holidays.
- Staff may choose to work around other responsibilities/commitments and respond outside of these hours, but they are not expected to do so.

## **Absence and Attendance**

- If a child is absent, parents are required to contact the school office on the morning of absence.
- The preferred option is to leave a message on the school's answer phone.
- The school office will contact parents by 9.30am, where a parent has not reported their child's absence.
- Attendance letters will be sent to parents where a child's attendance is considered a cause for concern (below 95%). Further information can be found in our attendance policy.

## **School communication to parents**

Parents will be contacted by the school via a phone call, text message, email or Arbor. Parents can also expect the following communication.

### *School Website*

- Our school website is updated regularly, including curriculum information and sources of support: [www.stpeterscofejuniorschool.co.uk/](http://www.stpeterscofejuniorschool.co.uk/)
- Weekly posts are shared on the 'Latest News' page of our school website, promoting life and learning at St. Peter's.
- The calendar on the website is updated regularly with dates and events in school.

### *Newsletters*

- The fortnightly newsletter provides a narrative of life in school, aligned to our Church school vision and ethos.
- The fortnightly bulletin provides dates and notices about upcoming events in school, as well as other wider services.

### *Social Media*

- Weekly posts are shared on our school 'X' account (formerly Twitter) to celebrate 'life in all its fullness' at St. Peter's CE Junior School.
- A school Facebook page is run by the office team and this platform is used to support communication, including important reminders.
- The school will not respond to concerns raised via social media.
- Our social media platforms allow parents to make comments in response to posts. Any comments that are not in keeping with our Church School Value of Respect will be removed.

### *Emergency Closure*

- In the event of an emergency closure, parents will receive an email and text message.
- The scrolling banner on the school website will also be updated.

## **Other communication**

- To develop positive relationships, parents are warmly invited to a range of events in school. These include 'celebration of learning' events, Church services, school lunches, Sports Day and other occasions - all through the school year.
- During the school year, parents are invited to attend two Parent's Evenings. Governors are also present at these events.
- During the school year, parents will receive the following reports for their child:
  - A midway report in the spring term, including next step targets.
  - An end of year report in the summer term, including assessments and personal development.

St. Peter's will always seek to maintain positive, effective and respectful communication between home and school.