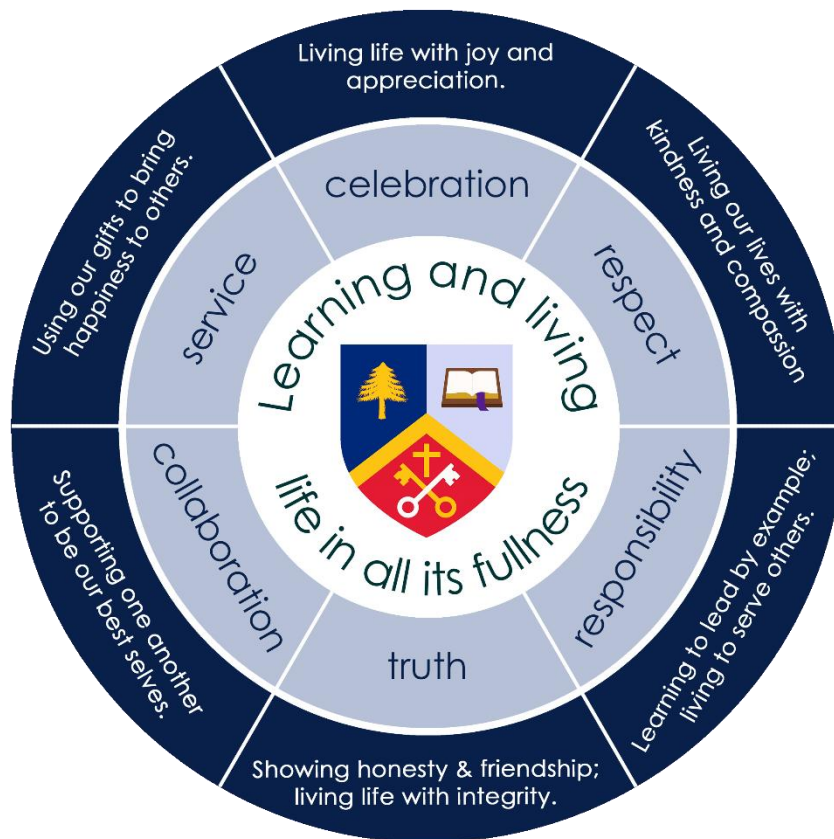




St Peter's CE Junior School

Learning and living life in all its fullness

Communication Policy January 2026



This school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

Revised/Written by:	Revised HHF
Approved/Ratified by Governing Body	January 2026
Date for Review	January 2029 (3 years)
Status	Non-Statutory

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@stpetersjun.co.uk (ALL emails must go through this address)

Context

Underpinned by our vision of *'learning and living 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. In line with our foundations as a church school and as part of a caring community, 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 staff – usually a member of the leadership team - is available at the gate every morning, from 8.30am until 8.45am. Class teachers are available at the end of the school day, from 3.25pm. We suggest a face-to-face chat 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 for a call back.

- Make an appointment via the school office on 01252 543320
- Email us at adminoffice@stpetersjun.co.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 should usually raise concerns with their child's class teacher in the first instance. A further meeting with relevant staff or the leadership team can always be arranged if needed

- Make an appointment via the school office on 01252 543320
- Email us at adminoffice@stpetersjun.co.uk

Email Communication

- Parents should email the school office: adminoffice@stpetersjun.co.uk for all communications to staff.
- 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.

A summary of the above is contained within the parent handbook as below:

From the handbook: communication advice

Should you wish us to know about any issue relating to your child, please either telephone or email the school, write a note to your child's class teacher, or catch us on the gate.

Emails can **only** be received and sent through the office: adminoffice@stpetersjun.co.uk. If you have any member of staff's email address for another purpose e.g. through FOSP, this must never be used for matters relating to children. **Please always contact the class teacher first about any issue relating to children, whether via the adminoffice email or on the gate.** They know the children best and will often have addressed any issues already themselves.

Communication during school hours/working days

- Staff will aim to respond to communication during the school day, 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 the school day.
- 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 (and any subsequent days).
- 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/
- Posts may be shared periodically 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 weekly newsletter provides a narrative of life in school, alongside dates and notices about upcoming events in school, as well as other wider services in the community.

Social Media

- Posts may be shared periodically on our Facebook and Instagram pages to celebrate how we are *learning and living life in all its fullness*. (@spjsfarnborough on both platforms)
- The school will not respond to concerns raised via social media.
- Our social media platforms may allow parents to make comments in response to posts. Any comments that are not in keeping with our values will be removed and may be reported if they are a breach of the platform's guidance.

Emergency Closure

- In the event of an emergency closure, parents will receive an email via Arbor. We will also aim to send a text message where the closure is not forewarned due to weather, for example due to a sudden power outage.
- The scrolling banner on the school website will also be updated.
- We aim to announce any closure or part-closure as early as possible on the day. This may not always be possible, e.g. for power outages or unforeseen events before or during the day.

Other communication

- To develop positive relationships, parents are warmly invited to a range of events in school. These may 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 may be present at some events to enjoy school life and to meet parents.
- During the school year, parents will receive the following reports for their child:
 - A short midway review in the spring term, including next step targets.
 - A fuller end of year report ('Record of Achievement') 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.