



# Kingsway Junior School

*'Developing Confident, Enthusiastic and Happy Learners!'*

## Communication Policy for Kingsway Junior School

Responsible committee	Governing Body
Date Reviewed	Autumn 2024
Next Review	Autumn 2026
Signed on behalf of the Governing Body	<i>Caroline Loison</i>
Print Name	Caroline Loison

### Dignity Statement

Kingsway Junior School is committed to providing a learning environment where all children are treated with dignity and respect. As stated in the UN Convention on the Rights of the Child, all children are born with dignity, which cannot be taken away, regardless of behaviour, ability, disability, race, economic background, gender, sexuality or beliefs. Duty Bearers' protection of children's rights affords them this dignity and allows them to access education free from barriers.

# Kingsway Junior School



## Aims

To support the vision and values of the school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communication between all members of the school community are clear, professional, timely and appropriate.

## Definition

Good communication involves the management of relationships and the need to involve people as well as the exchange of information. It involves attitude and behavior as well as message. It also involves active listening.

For the purposes of this policy, communication includes not only the content of the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

## Objectives

All communications at Kingsway Junior should:

- Keep staff, pupils, parents, governors and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon free, plain English and be easily understood by all
- Be actioned within a reasonable time frame (no later than 10 working days)
- Be of a frequency and volume appropriate to the context, message and audience
- Take account of relevant school policies such as Equal Opportunities and Online Safety.
- Be compatible with our vision and values.

## External Methods of Communication

The school has many lines of communication to maintain: with parents and carers, other schools, the community and other outside agencies. Good communication between school and home is essential to help children make more progress. Parents can help more if they know what the school is trying to achieve. At Kingsway Junior School, we aim to have clear and effective communication with all parents and with the wider community. Effective communication enables us to share our aims and values through keeping parents and carers well informed about school life. This reinforces the important role that parents play in supporting the school. Staff will seek to establish open, professional relationships with parents which involve appropriate boundaries and forms of addressing each other. In our written communications, we seek to avoid bias, stereotyping or any form of discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our school.

## Communication with Parents / Carers

### Letters

Staff will endeavor to respond to parents' letters in a timely way, taking into account their other responsibilities and priorities. We aim to respond within 10 working days. This may take the form of an acknowledgement initially if more time is required to compile a complete response. Any letter of complaint will be referred to the Headteacher. The Senior Leadership Team (SLT) will

approve any letters to parents before they are sent.

### **Email**

The school has an email system it uses to communicate with parents in regular newsletters. Parents are able to communicate via [admin@kingswayjm.herts.sch.uk](mailto:admin@kingswayjm.herts.sch.uk) and not direct to the Head or any other member of staff. If a parent communicates with the school using email and it is not of a material nature, a copy will be printed for the relevant pupil file. Parents are able to communicate directly to the INCO to confirm meetings etc. but this method is not to be used for detailed requests of issues. In that instance, the parent will be invited for a meeting and the class teacher or member of the SLT will be present.

### **Telephone calls**

Staff will be informed by Office staff if there is a telephone message for them. Teaching will not be interrupted for staff to answer telephone calls. File notes will record the details of telephone conversations between staff and parents.

### **Social Networking Sites / Blogs etc.**

Staff will not communicate with parents or pupils via social networking sites (such as Facebook) or accept them as their “friends” (see also the Online Safety Policy).

### **Written reports and meetings with parents**

Once a year, the school provides a full written report to each child’s parents/carers on their progress in each subject. The report identifies areas of strength and areas for future development.

Parents and pupils have opportunities to comment on progress.

In addition, parents/carers meet their child’s teacher during the year for a private consultation at Parents’ Evening. This gives them the opportunity to celebrate their child’s success and to support their child in areas where there is a particular need for improvement. We encourage parents to contact the school at other times if any issues arise regarding their child’s progress or well-being.

When children have special educational needs or if they are making less than expected progress, we may request to meet with parents more regularly. To fully support staff and parents, we may invite additional school staff to a meeting. We will also make any reasonable adjustments if this will enable a parent with a disability to participate fully in a meeting at our school, or to received and understand a communication.

### **School Website**

The school website provides information about the school and an opportunity to promote the school to a wider audience. The school website is updated on a regular basis.

### **Home – school communication**

A calendar of school events will be produced at the start of each term and issued to parents via the school website and the newsletter.

A school newsletter is sent to parents fortnightly. It contains general details of school events and activities. We send other letters of a general nature when necessary and store copies on the

school website.

The school encourages parents/carers to share any issues about their child at the earliest opportunity so that we can respond appropriately.

Many parents/carers have the opportunity to have a brief word with the class teacher before or after school when they collect their child(ren).

We arrange various meetings for parents throughout the year such as preparation for residential trips, for new parents and information sessions about curriculum matters.

### **Communication with other schools and outside agencies**

We recognise that children have diverse needs and we are supported by various agencies and groups of professionals who keep us informed of better ways to meet these needs, so that children may participate more fully. Support comes from medical services (such as speech and language therapy, occupational therapy and physiotherapy), from Educational Psychologists, from health professionals and specialists. It also comes from various welfare-focused services, such as Educational Welfare, Social Services and Child Protection Units.

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility and that our school should provide a safe and secure environment. When any member of staff has safeguarding concerns about a child, these will be passed on to the Designated Officer for Child Protection who may share this information with the Social Services.

We hold information on pupils in our school, and from time to time we are required to pass some of this information to others for educational purposes. Parents have a right to view the information we hold about their child(ren) and we can provide contact details of the agencies to which our information is passed.

### **Communication by parents/carers**

We welcome communication from parents/carers and expect any communication to reflect the vision and values that the school are trying to instill in the pupils. The communication should be at an appropriate volume and length and take into account the requirements and resources of a mainstream primary school and the need to cover all members of the school community.

The school can expect parents/carers who wish to contact the school to:

- treat all school staff with courtesy and respect
- avoid any use, or threatened use, of violence to people or property
- respect the needs and well-being of pupils and staff within the school
- avoid any aggression or verbal abuse
- recognise the time constraints under which members of staff in schools work and allow the school a reasonable time to respond

- recognise that resolving a specific issue can sometimes take some time
- in the case of a complaint, follow the school's complaints procedure

If any of the above expectations are not met, a representative of the school will communicate their perceptions to the parent(s)/carer(s) involved. The school will take appropriate steps to resolve matters.

The governing body reviews this policy every two years. The governors may, however, review the policy earlier than this if the government introduces new regulations, or if the governing body receives recommendations on how the policy might be improved.