



ENGLISH MARTYRS CATHOLIC PRIMARY SCHOOL

Communication Policy 2025

Date of Approval	18.09.2025
Date of Next Review	18.09.2026
Review led by	HeadTeacher
Approved by	FGB
This Policy should be read in conjunction with the following documents	
Notes	Annually



School Mission Statement

Our Mission statement demonstrates our commitment to inclusion at English Martyrs school:

To accept each individual as they are and to enable them to develop their full potential within a Christ-centred, worshipping community in a spirit of love, happiness and understanding

'A Learning Community in Christ

Introduction and aims

We believe that clear, open communication between the school and families has a positive impact on pupils' learning because it:

- Gives families the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with families.
- Builds trust between home and school, which helps the school to better support each child's educational and pastoral needs.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with families.
- Setting clear standards for responding to communication from families.
- Helping families reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

In the following sections, we will use 'families' to refer to both parents and carers.

Roles and responsibilities

Headteacher

The headteacher is responsible for:

- Ensuring that communications with families is effective, timely and appropriate
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from families in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure families get timely information (if they cannot address a query or send the information themselves)

Staff **will not** respond to communications outside of school hours (8.30am – 4.30pm) or their working hours (if they work part-time), or during school holidays.

Families

Families are responsible for:

- Ensuring that communication with the school is respectful at all times.
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance.
- Respond to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communications from the school, including information in the weekly newsletter.

How we communicate with families

The sections below explain how we keep families up-to-date with their child's education and what is happening in school.

Families should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Notifications via BromCom ('My Child At School' app)

We use BromCom to keep families informed about the following things:

- Upcoming school events (many detailed in weekly news).
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or teacher requests.
- Reports.
- Newsletters.
- Sporting fixtures and class trips.

Text messages

We will text families about:

- Short-notice changes to the school day.
- Emergency school closures (for instance, due to bad weather).

School calendar

Our school website includes a full school calendar for the year and highlights upcoming events. Where possible, we try to give families at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Zoom/Phone calls

- Some family consultations may be conducted by zoom/telephone.
- Teachers will call families back at a convenient time on request.
- Teachers may call families after or before school to discuss a concern or query.

Reports

Families receive reports from the school about their child's learning, including:

- An annual report covering how well they are progressing in their learning and next steps, and their attendance.
- A report on the outcomes of any statutory assessment.

We also arrange regular meetings where families can speak to their child's teacher(s) about their achievement and progress (see the section below).

Meetings

We hold a range of meetings across the year:

Autumn 1– meet the teacher

Autumn 1 – parent consultation

Autumn 2 – open classroom

Spring 1 – open classroom

Spring 2 – parent consultation

Summer 2 – open classroom

Summer 2 – parent consultation

This pattern can change according to calendar commitments. During these meetings, families can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact family to arrange meetings between family's evenings if there are concerns about a child's achievement, progress, or wellbeing.

Families of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to support these additional needs.

School website

Key information about the school is posted on our website, including:

- School times and term dates.
- Important events and announcements.
- Curriculum information.
- Important policies and procedures.
- Important contact information.
- Information about before and after-school provision.
- Information about school uniform.
- Information about school admissions.

Families should check the website for this information before contacting the school.

How families can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Email

Families should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. The email address to use is the class email (class year group followed by @englishmartyrs.school). For example Early Years class is ey@englishmartyrs.school or Year 1 class is year1@englishmartyrs.school. If unsure, email the office and this will then be forwarded to the relevant person.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 2 working days. If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 2 days of your request.

If your issue is **urgent**, please call the school office at 01903 502868.

Urgent issues might include things like:

- Family emergencies.

➤ Safeguarding or welfare issues.

For more general enquiries, please call the school office. The office staff will take messages for teachers and other staff.

Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 2 working days of the request.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning.
- Updates related to pastoral support, your child's home environment, or their wellbeing.

Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) in the English language. If different arrangements are needed, please contact the office to discuss these.

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 2 years. The policy will be approved by the governing board.

Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints

Appendix 1: school contact list Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line, and the staff member you wish to speak to.

We try to respond to all emails within 2 working days and within office hours which are: 8:30am – 4:00pm, Monday to Friday term time only.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework/day-to-day wellbeing	Your child's class teacher. Please email via class email address.
Planned provision for my child's wellbeing/pastoral support	senco@englishmartyrs.school SENCo: Mrs Jobbings
Payments	bursar@englishmartyrs.school School Business Manager: Mrs Winter
School trips	office@englishmartyrs.school Office team: Mrs Tate and Mrs Bevans

Uniform/lost and found	reception@englishmartyrs.school Office team: Mrs Cahillane
Attendance and absence requests	If you need to report your child's absence, call: 01903502868 If you want to request approval for term-time absence, please request a paper form from the office and return F.A.O. Headteacher Headteacher: Dr. Townsley
Individual behaviour incidents	Your child's class teacher. Please email via class email address.
Safeguarding	dsl@englishmartyrs.school Safeguarding team: Dr. Townsley, Mrs Jobbings and Mrs Winter
Concerns around significant behaviour incidents / bullying	c/o office@englishmartyrs.school F.A.O. Dr. Townsley
School events/the school calendar	reception@englishmartyrs.school Office team: Mrs Cahillane
Special educational needs	senco@englishmartyrs.school SENCO: Mrs Jobbings
Before and after-school clubs	bursar@englishmartyrs.school School Business Manager: Mrs Winter

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy on our website which can be found on our website.