



Parent/Carer Communication Policy

The purpose of this policy is to ensure **clear, timely, and consistent communication** between school and our families. We believe that a strong school-home partnership is fundamental to student success and well-being.

We commit to:

- proactively sharing information,
- responding promptly to parent/carers enquiries, and
- establishing multiple channels for effective two-way communication.

Our communication will be positive, professional, and timely.

We ask that parents/carers:

- regularly review school communications and take any necessary actions,
- keep contact information updated, and
- direct enquiries to the appropriate staff member.

If additional support is required with any element of communication (e.g. a translator being needed or support being needed for completing paperwork) this is provided. We ensure that we work with parents/carers to overcome any barriers that may impact on the effectiveness of communication.

This Parent/Carer Communication Policy is a living document that reflects our school's commitment to an open, productive, and respectful partnership with every family. Feedback is invaluable and welcomed.

We commit to reviewing this policy annually, to ensure it remains relevant and meets the needs of our school community.

Appendix 1 – channels of communication that the school will use.

Appendix 2 - channels of communication that parents/carers can use.

Appendix 1 - The school's communication with parents/carers is through the channels set out below

Channel	Purpose	Frequency/Timeline
Social media <i>Facebook – Devonshire Primary School, Sutton</i> <i>Instagram – devonshiresm2</i>	Celebrating events and achievements in school.	As event/ achievements happen
School Website www.devonshireprimary.org	A central reference point for school information including policies, calendars and copies of letters sent home, curriculum information and much more.	Updated as needed
Devonshire Dispatch – school's newsletter <i>This is emailed to all families and is available on our website</i>	School-wide announcements, upcoming events, important dates, general school news.	Monthly
Early Years newsletters <i>This is emailed to families</i>	Information about the week ahead for parents/carers of children in Nursery and Reception.	Weekly
Email	Messages about whole school events or events that are specific to a child's year group. Messages linked to a child's behaviour (only sent to the parent/carer of the child).	As needed
Parents' evening	1:1 discussion with a child's class teacher regarding their attainment, progress, and attitude to learning within school.	Twice yearly (Autumn and Spring term)
School report (paper copy)	A written summary of a child's attainment, attitude to learning, attendance, punctuality, and behaviour.	Summer term
Curriculum events	The opportunity for parents/carers to see their child's work.	At least once a year
Curriculum workshops/ information sessions <i>The information shared will be emailed to parents/carers or available on the school's website.</i>	The opportunity for parents/carers to hear from staff about specific areas of the curriculum. The opportunity for parents/carers to hear about events specific to their child (e.g. Y6 SATs meeting).	As needed
Wellbeing coffee mornings	Organised by our pastoral team to share information about specific areas linked to wellbeing - all parents/carers invited.	Termly

Stakeholder feedback	Surveys - sent to all families.	Yearly (Spring term)
Text messages	Urgent messages that need to be conveyed (e.g. school closure).	Immediately, as situation occurs.

For events/activities that impact on parents/carers schedules (e.g. dressing up days, events that parents/carers are invited to etc), we endeavour to give as much notice as possible and at least 3 weeks notice (unless there has to be an unexpected change to the arrangements).

Appendix 2 - Parents/carers communication with the school is through the channels set out below		
Channel	Purpose	Actions taken
Website forms	Absence reporting form Requesting second hand uniform	These will be processed and the necessary actions taken.
Emails Useful email addresses Office@devonshire.sutton.sch.uk Attendance@devonshire.sutton.sch.uk Sendco@devonshire.sutton.sch.uk psa@devonshire.sutton.sch.uk	For questions/information sharing/requesting a meeting.	These will be forwarded to the relevant staff member and the necessary actions taken. Where a response is required, this will be within 3 school working days.
Telephone	For questions/information sharing/requesting a meeting.	A message will be taken and forwarded to the relevant staff member and the necessary actions taken.
Members of the senior leadership team are available at the school gate and at the beginning and end of the school day	For a quick question/passing a message on.	A response will be provided immediately or as soon as possible.
Relevant forms (paper copies) – also available from the school office	For information sharing (e.g. change of contact details) or giving permission for something.	These will be processed and any necessary actions taken.
Face to face	Teachers are available at the end of the day for quick questions/messages.	A response will be provided or necessary action taken.
Complaints	Please see the complaints procedures	

Communication will begin with the staff member best placed to answer a query/provide information – in most cases this will be the class teacher.

Where a communication requires a more in-depth discussion, it must be scheduled and a meeting arranged. If the question/query remains unresolved or requires further input, it can be escalated to the relevant member of the school's leadership team.