

Jennett's Park CE Primary

Communication Policy



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Communication Policy from Jennett’s Park CE Primary

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Aim

We promise as a staff and community to try to serve the common good with our work as part of the Church of England.

Educating for Wisdom, Knowledge and Skills	To help grow resourceful , resilient and reflective children who are equipped with the skills , knowledge and tenacity empower themselves, their learning throughout their lives.
Educating for Hope and Aspiration	To inspire and enrich lives beyond current opportunities and experiences in order to open minds to the potential their future holds
Educating for Community and Living Well Together	To be a multi-cultural, inclusive community of individuals loved by God who feel valued and involved where we create qualities of character to enable people to flourish.
Educating for Dignity and Respect	That children might know how much that they are loved and valued by so that they might show dignity and respect for themselves and others by carefully and safely thinking through their actions.

At Jennett's Park CE Primary School, our aim is to cultivate clear, effective, and high-quality communication among staff, students, parents, governors, and the broader school community. It is imperative that all communications within our school community are clear, professional, timely, and appropriate.

We assert that our ability to serve the community effectively hinges upon three key principles:

Honest Two-Way Communication: We encourage an environment where you feel comfortable sharing your needs and sentiments, and where we, in turn, can communicate openly. This approach does not equate to being blunt or discourteous. If you express a need, we will strive to address it, whenever feasible. While we may not always be able to provide personal, one-to-one responses due to capacity constraints, we will convey important information through daily briefings, FAQs, or our weekly newsletter.

Active Participation in Communication: We invite you to play a proactive role in communication by sharing and engaging with the information we disseminate. Should anyone in your network claim they do not receive, or fail to read, emails, encourage them to do so. Advise them to sign up for ParentPay and Reach More Parents to ensure they automatically receive pertinent information. Additionally, they should read the newsletter and consult our website, as well as

Tapestry or Seesaw. It is essential for everyone to fulfil their part and be proactive in our communication effort.

Building Trust: We are genuinely committed to providing the best possible education for our children, and we know that you share this goal. We are proud to have a staff team that is dedicated, kind, and industrious—indeed, we believe them to be the best team we could ever wish for. This success stems from the trust we place in our school governors, the Bonitas Trust, and the future we aspire to create together. We rely on research and heed valuable advice.

The Rainbow Promise of Values unites us—this is the foundation of our mission. Many of you have chosen us because we are your local school, serving our community as a Christian establishment. Our values are clearly defined to unite us, irrespective of individual beliefs, as encapsulated in the Rainbow Promise, which comprises Love, Honesty, Respect, Peace, Forgiveness, Patience, Support, Kindness, and Joy. Conversely, let us reflect on less favourable traits: hatred, dishonesty, intolerance, conflict, punishment, impatience, obstruction, cold-heartedness, and despair. While individually these terms may seem mild, they cumulatively paint a bleak picture that we should strive to avoid. It is imperative that we challenge ourselves to refrain from being intolerant of those who may display unkind behaviours. We utilise the symbolism of the rainbow to foster positivity, and we seek your partnership in achieving this goal.

Should you have further inquiries or require clarification on different matters, please feel free to email us at secretary@jennetts.bonitas.org.uk . We will do our utmost to provide the information you seek.

Objectives:

All communications at Jennett's Park CE Primary School should:

- Keep staff, students, parents and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon free English and be easily understood by all
- Be actioned within a reasonable time
- Respect the dignity of the recipient
- Use the method of communication most effective and appropriate to the context, method and audience
- Take account of relevant school policies e.g., GDPR, Safeguarding, Equalities



The following outlines the school policy with regard to communication between home and school.

All emails sent to secretary@jennetts.bonitas.org.uk who will direct to the most appropriate person.

At JPCE we communicate outwardly to our community in these ways

- Weekly newsletter
- Website
- ReachMoreParents (via email or in-app notifications)
- Tapestry & Seesaw
- Year group curriculum letters every half term
- End of year expectations
- Printed reports for Autumn settling in, Spring Midyear & End of year reports
- Sways/ video blogs and photo reels
- For those with SEND Individual Learning Plans and additional meetings
- Team around the Family meetings for those in need of bespoke care & support
- Parent workshops
- Reminders on doors / Parents welcome boards



Parents can communicate to us by

- Letters to school
- Emails to secretary@jennetts.bonitas.org.uk
- Messaging function and forms via ReachMoreParents
- Responding to questionnaires and surveys
- Attending the two parent teacher meeting and end of year school open evening each year
- Responding to two progress and effort reports, one full report
- EYFS can like **and** comment on Tapestry
- Joining in parent coffee meetings
- Attending parent workshops

Principles

Our priority is to teach children. The correct route of concerns is to speak to class teachers (you may book this via the office if the start or end of day is not long enough).

If class teachers are unable to resolve issues with you after a few meetings then please make an appointment with your Phase leaders, then SENDCO/Assistant heads/Deputies or the Family Support Worker. ***Parents who come to office demanding an immediate appointment may not be accommodated.*** This would be the same in any school or indeed doctors, lawyers or dental surgeries.

1. There is an auto reply into secretary@jennetts.bonitas.org.uk acknowledging receipt of an email. We aim for 48 hours acknowledgement to a sender during working hours if it comes in another way aside from email.
2. Within five working days – we will provide a response to the email by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.
3. If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.
4. Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays). Whilst parents may compose emails at all sorts of hours to suit their own needs, we will not reply outside of a member of staff's normal working hours.
5. Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a senior line manager in the school, who will decide if consideration needs to be given to dealing with further communication under the Trust Policy 'Managing serial Complaints' Policy. [School policies | Jennett's Park](#)

Types of communication

Our website

We have a great website full of supporting information . <https://www.jennetts.bonitas.org.uk/>

Newsletters & year group letters

Weekly newsletters are emailed out to parents using ReachMoreParents. These newsletters include whole school events, dates, trips, clubs, celebrations and requests. They are added as links to ReachMoreParent emails so that the number of people actively reading can be monitored.

Year group newsletters, curriculum plans and end of year expectations are shared on the Website and via newsletters.

Meet the teacher sessions & workshops

We offer bespoke sessions throughout the year in terms of workshops. 2024-25 the school ran over 40 different workshops from maths, early English, esafety, behaviour and safeguarding. Dates are published in the newsletter. Suggestions are always welcome.

Letters

Letters are written formally in some circumstances for example to inform parents of serious behaviour or notes of agreed meetings. Staff will endeavour to reply to parents' letters as quickly as possible see above for timeline. Letters must be approved by a member of SLT before posting. Copies of correspondence with parents will be placed in student files.

E-mail secretary@jennetts.bonitas.org.uk

Email is a quick and effective method of communication; however, it should not replace face-to-face meetings where discussion is necessary. Please refer to the timeline above. All emails should be treated as though they were a letter and must be thoroughly checked before sending. Emails should be written to the same standard as a letter on school-headed paper.

Emails sent at the weekend may not be dealt with until the following working week. Emails sent during school holidays may not receive a response until school re-opens for normal termtime. Under no circumstances should staff contact students or parents, or conduct any school business using personal email addresses.

Telephone Calls

This is a highly effective method of communication but does limit the ability to fully read the reactions of the other person. Staff should take notes about the content of telephone calls, as they would with meetings with parents. Notes from telephone calls, including main points of discussion and action required/taken should be kept on student files.

Meetings with parents

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting with the member of staff. This request should be responded to within the usual communications protocols and in a timely manner. Parents should not come to the school and expect to talk to a member of staff without an appointment. If a parent comes to the school without a prior appointment, the member of staff may choose to meet with them, but there is no expectation for them to do so.

Parents (like all visitors) should report to Reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. A member of staff may ask for their line manager to accompany them.

If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation.

Staff should call a meeting to a close in the event of the parent becoming angry or abusive. Incident reports will be passed to the Headteacher. The member of staff should report such an incident to their line manager and seek further advice. The line manager should either accompany the member of staff to a further meeting with the parent or hold it without the original member of staff present.

Online meetings

Whether run in a group fashion or 1:1, online meetings have the potential to be truly beneficial to speed ease of communication. Expectations are the same as face to face. Parents should familiarise themselves with the technology offered – mainly Teams, SchoolCloud Parent Evening System and Zoom. While the school can provide basic guidance, it is not in a position to spend a significant amount of time facilitating this for parents.

ParentPay/ ReachMoreParents / Tapestry and Seesaw

All of the named methods are recent additions to aid communication. Whilst we aim to be jargon free, this may not be the same for our provider. Below is a brief summary of what each one does:

Name	Purpose	Yeargroup	Expected frequency
Parent Pay	Paying monies towards school trips and lunches Accessing school dinner menu (option to pre-order)	All	As/when directed by school trip email or to top-up funds
ReachMore Parents	Sending out weekly newsletter links Communicating emails to parents directly for individual issues Parents can report absence via this app Completing forms as/when required	All	One newsletter per week, rest bespoke
Magic Booking	Parents can manage their wraparound care bookings using this website.	All	As/when required for booking or for payments
Tapestry	Tapestry builds a very special record of a child's experiences, development and learning journey through their early years and primary education.	Nursery & Reception (EYFS)	2 or more items per week
Seesaw	Seesaw creates a powerful learning loop between students, teachers, and families - Students use built-in annotation tools to capture what they know in Seesaw's digital portfolio Teachers deeply understand student thinking and progress — enabling them to teach better	Year 1, Year 2 and above	Weekly homework and used for online learning

Social Networking Sites/Blogs etc

Staff will not communicate with parents or students via social networking sites or accept them as their “friends”. The exception is networks or blogs set up specifically for the purpose of teaching and learning.

Links with other policies

This policy is linked to our:

- Behaviour policy
- Child protection policy and coronavirus addendum to our child protection policy
- Data protection policy and privacy notices
- Home-school agreement
- SEND Policy
- Equality Policy