

Uplands Primary School

School Communications Policy

Date agreed: November 2025
Date for renewal: November 2028



1. We believe effective communication between home and school is essential for supporting pupils' learning, wellbeing, and personal development. At Uplands, we believe that a strong partnership with parents and carers creates the foundation for success. This policy sets out our approach to ensuring clear, consistent, and respectful communication that keeps families informed, involved, and engaged in their child's education.

Aims

2. The aim of this policy is to promote clear and open communication by:
 - a. Explaining how the school communicates with parents/carers.
 - b. Setting clear standards and expectations for responding to communication from parents/carers.
 - c. Helping parents/carers 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 'parents' to refer to both parents and carers.

Responsibilities

3. **Headteacher.** The headteacher is responsible for:
 - a. Ensuring that communications with parents are effective, timely and appropriate.
 - b. Monitoring the implementation of this policy.
 - c. Regularly reviewing this policy.
4. **Staff.** All staff are responsible for:
 - a. Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy.
 - b. Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).
5. **Parents.** Parents are responsible for:
 - a. Ensuring that communication with the school is respectful at all times.
 - b. Making every reasonable effort to address communications to the appropriate member of staff in the first instance.

- c. Respond to communications from the school (such as requests for meetings) in a timely manner.
 - d. Checking all communications from the school.
 - e. Adhering to the expectations laid out in Parent Code of Conduct (Appendix 1).
6. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct (Appendix 1).
7. Parents should also be aware that teachers are working with the children during the school day and may not be able to respond during this time. We are not able to respond to emails and phone calls during out of office hours.

How we communicate with parents and carers

8. The sections below explain how we keep parents up-to-date with their child's education and what is happening in school. We ask that all parents monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

9. **Email.** We endeavour to keep emails to a minimum and use our Weekly Parent Briefing to contain most of the important information required for you. We may however, occasionally, use email to send information regarding:

- a. Trips and Residential.
- b. Scheduled school closures (for example, for staff training days).
- c. Important information from the Headteacher or SLT.
- d. Reminders about money owed (dinner money, trips, music lessons etc).
- e. Clubs and extra-curricular information.
- f. Parents Evening booking information.
- g. Updates or information regarding your child's behaviour.
- h. Consent forms for events happening in school.
- i. First Aid information – if your child receives first aid for a minor injury, we will send a courtesy email to inform you.

10. **Text messages.** We will text parents about:

- a. Short-notice changes to the school day.
- b. Emergency school closures (for instance, due to bad weather).
- c. Positive messages about your child's progress or effort.

11. **School calendar.** Our [website](#) includes a full school calendar for the school year ahead and is updated regularly. Short term [dates](#) and information can be found in our Weekly Parent Briefings.

12. Where possible, we try to give parents 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). Any such event will be included in the school calendar.
13. **Phone calls.** Staff may contact you via a phone call for the following reasons:
- a. First Aid/ Health and Wellbeing – if your child has sustained a significant injury or required more substantial first aid, we will give you a call to inform you of this, or request that you make arrangements for your child to be collected. This could be because they are unwell and need to go home, or because our first aiders are advising you seek further medical assessment and treatment elsewhere.
 - b. Behaviour Concerns – staff may contact you via phone if they have concerns around your child's behaviour.
 - c. Positive messages about your child's progress or effort.
 - d. Safeguarding – a DSL (designated safeguarding lead) may contact you via phone if school have any safeguarding concerns about your child.
14. **Letters.** Very occasionally, school will send written letters directly home to parents. These letters will usually be accompanied by an email to inform you that a physical letter has been sent.
15. **Reports.** Parents will receive reports about your child's learning, including:
- a. An end-of-year report covering their achievement across the curriculum and their attendance.
 - b. A report containing KS2 SATs test results or Year 1 Phonics Test results.
16. **Meetings.** We hold 2 parents' evenings per year. During these meetings, parents 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. Parents of pupils with special educational needs (SEND) will have the opportunity to attend further meetings to discuss the children's progress and the support in place.
17. The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.
18. **School website.** Key information about the school is posted on our website, including:
- a. School times and term dates.
 - b. Important events and announcements.
 - c. Curriculum information.
 - d. Important policies and procedures.
 - e. Important contact information.
 - f. Information about before and after-school provision.

Parents should check the website before contacting the school.

How parents and carers can communicate with the school

19. Parents should use the list in appendix 2 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.
20. **Email.** Parents should always email the school office about non-urgent issues in the first instance. We ask that parents do not contact staff directly but emails sent to the office will always be forwarded on to the relevant member of staff.
21. We aim to acknowledge receipt of all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.
22. If a query or concern is urgent, for example, to raise a safeguarding concern, they should call the school.
23. **Phone calls.** If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 5 working days.
24. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 working days of your request. Outside of teaching hours, all staff (including teaching and leadership staff) have additional duties which they perform either before school, during break/lunch or after school so availability of staff outside of teaching hours should not be assumed.
25. If the issue is urgent, parents should call the school office.
26. Urgent issues might include things like:
 - a. Family emergencies.
 - b. Safeguarding or welfare issues.
27. For more general enquiries, please call the school office.
28. **Meetings.** If parents would like to schedule a meeting with a member of staff, they should email the office – adminoffice@uplands.hants.sch.uk, or call the school (01329 232 878) to book an appointment. Should a meeting be requested, the decision of which staff member will attend will rest with the Headteacher.
29. We try to schedule all meetings within 10 working days of the request.
30. While teachers are sometimes available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:
 - a. Any concerns they have about their child's learning.
 - b. Updates related to pastoral support, their child's home environment, or their wellbeing.

Appendix 1: Parent Code of Conduct

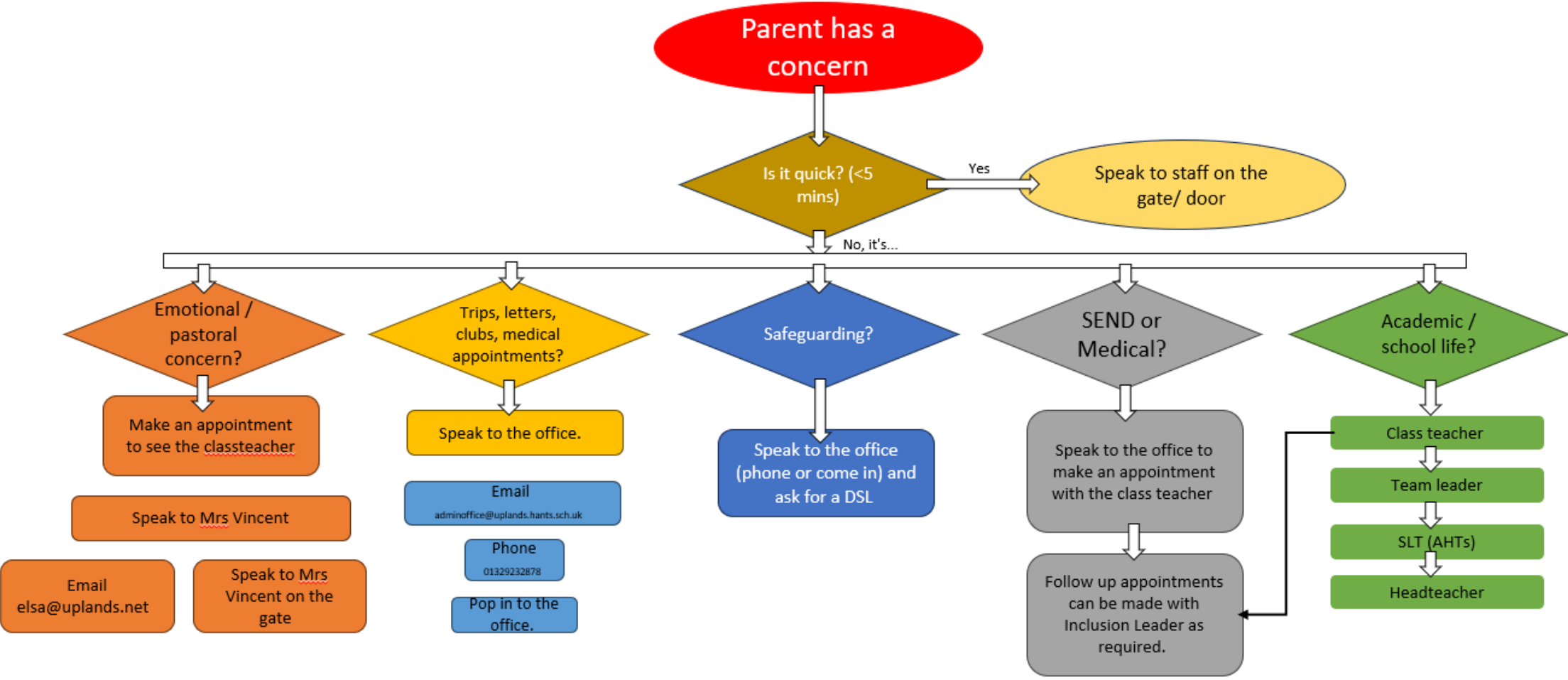
1. We expect parents, carers and other visitors to:
 - a. Respect the ethos, vision and values of our school.
 - b. Work together with staff in the best interests of our pupils.
 - c. Treat all members of the school community with respect – setting a good example with speech and behaviour.
 - d. Seek a peaceful solution to all issues.
 - e. Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct.
 - f. Approach the right member of school staff to help resolve any issues of concern.
2. We expect parents not to show the following behaviours on school site:
 - a. Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches).
 - b. Swearing, or using offensive language.
 - c. Displaying a temper, or shouting at members of staff, pupils or other parents.
 - d. Threatening another member of the school community.
 - e. Sending abusive messages to another member of the school community, including via text, email or social media.
 - f. Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms.
 - g. Any aggressive behaviour (including verbally or in writing) towards another child or adult.
 - h. Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention.
 - i. Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event).
 - j. Possessing or taking drugs (including legal highs).
 - k. Bringing dogs onto the school premises (other than guide dogs).

Breaching the code of conduct

3. If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.
4. Depending on the nature of the incident, the school may then:

- a. End a phone conversation if staff feel threatened or uncomfortable.
 - b. Send a warning letter to the parent (this may be written by the Headteacher or senior member of staff, or a governor).
 - c. Invite the parent into school to meet with a senior member of staff or the headteacher.
 - d. Contact the appropriate authorities (in cases of criminal behaviour).
 - e. Seek advice from Hampshire's Legal Support Team regarding further action (in cases of conduct that may be libellous or slanderous).
 - f. Ban the parent from the school site.
5. The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.
 6. The headteacher will consult the chair of governors before banning a parent from the school site.

Appendix 2 – parent communication with school



Additional meetings between parents and teachers are scheduled for 15 minutes. Following this time, staff will reschedule a follow up appointment.