

St. Luke's C of E Primary School Communication Policy

Agreed by the Governing Board: September 2026
Next review: September 2028

1. Introduction and aims

At St. Luke's School we have 5 distinct and clear values that guide us in all that we do.

We would hope to ensure that we conduct all forms of communication in line with our school values and we would in turn kindly request that all stakeholders in return, offer the same.

We believe that clear, open communication between the school and parents/carers has a positive impact on children's learning because it:

- Gives parents/carers the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school 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 parents/carers.
- Setting clear standards for responding to communication from parents/carers.
- 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 is reasonably possible.

2. Roles and responsibilities

2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Regularly reviewing this policy.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Acceptable Use policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Reflecting the school's values in all forms of communication.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is in line with the school's values.
- Making every reasonable effort to address communications only to the appropriate member of staff in the first instance.
- Responding to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communications from the school to stay up to date.
- Demonstrating an understanding that staff may not always respond immediately to communication for example when it is outside of their individual working hours or when the children are on site.

3. How we communicate with parents and carers

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

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices for texts and phone calls.

3.1 Email

We use email to keep parents informed about the following things:

- To share the weekly whole school newsletter
- To share the half termly class newsletter and homework by the end of the first week of each half term
- General information sharing
- Upcoming school events
- Short-notice changes to the school day or normal routine
- Sharing reports and/or updates on matters in school specifically relating to their child
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

3.2 Text messages/Whatsapps

We may text/whatsapp parents about:

- A recently sent email
- Short-notice changes to the school day or normal routine
- Emergency school closures (for instance, due to bad weather)
- General information sharing

3.3 School calendar

Our website includes a school calendar for the current academic year and the following academic year

We also publish a more detailed 'Parent Calendar' for the current academic year and this details any events or special occasions (including nonuniform days, special assemblies or school events).

3.4 Phone calls

Phone calls can be initiated by both school and parents.

We may phone parents to inform about:

- To share good news about a child.
- Short-notice changes to the school day or normal routine.
- To notify of an illness, accident or incident.

3.5 Letters

We try to include as much communication as possible in the weekly whole school newsletter however there will be occasions where there is a need to communicate with only one year group or a whole school matter more urgently. We will do this either by Email or by letter. We send the following letters home when required:

- Letters about trips and visits with consent forms.

- Medical consent forms/permissions.

3.6 Home-School communication books

Home-school communication books are used in certain circumstances when the needs of a child require one and this is agreed with a member of the Senior Leadership Team.

3.7 Reports

We report to parents annually and this is sent in the second half of the Summer term each year.

3.8 Parent consultations

Teachers meet with parents three times a year, once per term. Twice are formal parent consultations in Autumn and Spring, the final one is an end of year discussion and a chance for parents to meet the new class teacher (which is optional).

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

3.9 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

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

We would hope that the majority of questions and queries can be addressed in person either at morning drop off or afternoon pick up.
In EYFS, class dojo is used to communicate frequently. Parents can also communicate via seeing their child's class teacher at drop off/collection, email, and occasionally by phone.
From Years 1-6 parents can communicate via seeing their child's class teacher at drop off/collection, email, and occasionally by phone. There is no communication via class dojo.

4.1 Email

If an email is required, parents should always email their child's year group email address (Appendix A) first, or for a general query the school office at office@stlukeslondon.org. This is for non-urgent issues in the first instance that have not been addressed in person. Parents should not email any staff member directly, at any time. These emails will not be responded to.

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

The school will make every endeavour to respond to an email within 2 working days. Please note, we will endeavour to respond to an email within 2 working days if this is a reasonable, non-urgent query. Where emails are lengthy (AI generated or not) and ask numerous questions that the parent want answered, these will take longer and the parent may be invited in to discuss the topics in questions, if issues are pressing. It will also be reviewed to see if this is a reasonable request of the school or a reasonable request of school time. If it is deemed not reasonable, it will be marked 'unreasonable' and the parent will be contacted to tell them that this is the case,

and it will not be replied to. Any contents of an email past one side of A4 size 12 will not be responded to. Please note that any reply given to a parent will be given on the school's terms regarding response time, not the parent's terms.

Parents need to ensure that the tone of their email is appropriate, and if it is deemed to not be appropriate, parents will be reminded about their tone and the expectations that the school has around communication.

4.2 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 as promptly as possible. Please use: office@stlukeslondon.org

If a phone call request is part of an email to a year group email address, this request can be sent to the relevant year group email address too.

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, via the year group email address or a brief phone call back. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please call the school office immediately.

4.3 Meetings

We kindly ask that parents observe that we will not be able to meet with no notice due to other pre-planned commitments that are vital to the smooth running and safeguarding of the school. There should not be an expectation from parents that school staff should drop everything they are doing to meet, as this disrupts the school day for all children, school staff and other parents.

If you would like to schedule a meeting with a member of staff, please email the year group email account or the office@stlukeslondon.org and we will seek to arrange a mutually convenient time as swiftly as we can.

Annual review meetings are scheduled by the SENCO. Please note, all parents should ask to meet with their child's class teacher first, and not the SENCo or the Head Teacher.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school. Please help us to understand any additional needs that you may have so that we can plan accordingly.

6. Monitoring and review

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

7. Links with other policies

The policy should be read alongside our policies on:

- Acceptable Use Policy
- Complaints Procedure
- Managing Unreasonable and Serial Complaints Procedure

Appendix A

Year group email addresses

These email addresses are the year group email addresses mentioned under "4.1 Email."

Please email the year group that your child is in, and please ensure that you do not email any member of staff directly.

nursery@stlukeslondon.org

reception@stlukeslondon.org

year1@stlukeslondon.org

year2@stlukeslondon.org

year3@stlukeslondon.org

year4@stlukeslondon.org

year5@stlukeslondon.org

year6@stlukeslondon.org