Believe, Achieve & Inspire

EVEN SWINDON SCHOOL



Communication Policy

Approved by: Governing Body
Last Reviewed On: September 2026
Next Review Due By: September 2027

Introduction
Parents/carers and the school work in partnership to ensure every child is actively encouraged to develop emotionally, intellectually, morally, spiritually and physically following our school vision and values.

We aim to provide two-way communications between parents/carers and the school on how each pupil is progressing and we provide mechanisms for you to communicate to us if you have concerns.

1. Aims
We aim to communicate in the following ways:

- Newsletters distributed via Parentmail to all parents and carers and posted on the school website.
- Additional Parentmail messages when further opportunities become available to the pupils
- Letters
- Email
- Facebook
- Notices outside
- By telephone
- Informal meetings
- Formal meetings

In addition, parents/carers have the following opportunities for providing views:

- Email
- Parent/carer workshops throughout the year
- Verbally by calling the school office
- Various surveys throughout the year

2. Procedures
We operate a 4-tier communication system for parents and carers to contact the school to ensure that communication is dealt with efficiently. The communication flowchart is set out in Appendix 1 of this policy. It is essential that this system of communication is followed so that any concerns or issues can be dealt with appropriately. In addition to the flowchart, the following provides further detail about how we communicate:

a) Electronic communication:

- The school office email address is: admin@evenswindon.bluekitetrust.org this account is regularly checked, however urgent matters should be communicated by telephone. Emails should be sent via this address and will be forwarded to staff as appropriate.
- The school uses Parentmail to communicate with parents and carers.
- The school website is regularly maintained and updated with important dates, newsletters and class information.
- If your child has a head bump in school and there is a visible mark, you will be informed via a phone call and a first aid slip home.

b) Written information:
To school:

- Communications received from parents to a member of staff will be responded to either with a phone call, email, by meeting a parent, or via return letter, depending

on the content of the communication or its urgency. We do endeavour to deal with all matters as quickly as we can.

c) Notices / other:

- General information, leaflets and flyers will be issued for information purposes.
- School meetings are used to give parents an opportunity to make comments / request further information.
- Polls are issued to allow the views of parents and carers to be considered in decision making processes.

d) Informal meetings:

- Members of the teaching staff greet their classes in between 8:30 and 8:45am each day, therefore the children are the teacher's priority. If you have any urgent information that you feel the class teacher should be aware of, please share with the school office via email/coming into the office when dropping off your child or talking with a member of staff on the school gate.
- At the end of the day, classes are dismissed from their classroom doors. This is an opportunity for teachers to discuss matters of the day with parents. Teachers may request parents arrange an appointment if appropriate to do so.
- Parents may request via the school office to make an appointment to see the class teacher or a member of the senior leadership team.

e) Formal meetings:

- There are Parent/Carer/Teacher Consultation Evenings in the Autumn, Spring and Summer terms. On these occasions parents have an opportunity to discuss their child's work and to talk to the teacher for ten minutes. This is a time for a general discussion. If there is a concern that the parent or teacher has with a child, meetings should be arranged prior to parents' evening.
- Parents of children on the SEN register are invited termly to structured conversations about their child. These meetings are arranged with the class teacher.
- Parents of pupils with an EHCP will have an annual review to discuss and review their child's plan.

f) Telephone calls:

- Parents are asked to contact the school by telephone if their child is unwell before the start of the school day. There is an answerphone facility for reporting absence.
- Parents are welcome to phone the school and request a call back from the class teacher after 3.15pm, if they are available. They are welcome to phone to speak to a member of the Senior Leadership Team (in line with the communication flowchart) at any time they are available.
- The school will telephone parents if their child is unwell during the school day.
- The class teacher or a member of the Senior Leadership Team may phone the parents to discuss a concern if they have been unable to see the parent at the end of the day.
- The school office may contact parents on behalf of teaching staff to pass on information.

Behaviour expectations when dealing with complaints/concerns

We expect all adults to ensure that our behaviour sets a good example to pupils. We do not tolerate harassment, intimidation or bullying of any description. Please respect pupils'

right to confidentiality by ensuring pupils are not able to hear anything they shouldn't about themselves or others.
The school will not tolerate any instances of:

- Bad language
- Bullying
- Threatening behaviour
- Verbal abuse
- Physical abuse
- Malicious gossip
- Using social networks to single out individuals or to distribute untruthful or malicious information or comments.

Any of the above could result in a legally approved warning letter by the school and, should they persist, would result in the offender having their licence to enter the school premises withdrawn. In the case of social networking sites, this would result in a request for comments to be withdrawn and could result in legal action in line with the Trust Policies and Procedures.

It should be noted that all communications, both verbal and written, should be polite. Excessive underlining or capital letters are taken as shouting and are unacceptable. We aim to work closely with parents/carers to support all children; good working relationships are vital; therefore, we politely request that all communication remains civil.

EVEN SWINDON SCHOOL



Communication Flowchart

Even Swindon Primary School Communication Flowchart

Parents/carers and the school work in partnership to ensure every child is actively encouraged to develop emotionally, intellectually, morally, spiritually and physically following the school values.
We aim to provide two-way communications between parents/carers and the school on how each pupil is progressing and we provide mechanisms for you to communicate to us if you have concerns.

Tier 1

Tier 1 should always be used as a first point of contact between families and school. The table below clarifies whether the communication requires the attention of your child's class teacher or the school office.

The teachers are available most days after school and appointments can be made by contacting the school office.

If a matter is urgent, please contact the office and they will get a message to the teacher at the earliest possible convenience.

Tier 1

Class Teacher	School Office
The following queries are to be raised with your child's class teacher in the first instance.	**The following queries can be dealt with directly through the office (either by email, phone or in person between 8:30am and 4pm).**
Learning concerns	School events information (please check Newsletter/Instagram/School Website first)
Home learning queries	Changes to usual school day (please check Newsletter/Parentmail/Website first)
Behaviour issues/concerns	Reporting an absence
Home/pastoral/friendship concerns (this may then be referred to our Pastoral lead)	Requesting leave of absence
	Club issues (e.g. spaces at a club or cancellation)
	Parentmail/ ParentPay Queries
	Medication/injuries
	Appointments
	School Meals

We appreciate that these lists are not exhaustive. If you are unsure of who to help deal with your issue/ concern, please contact the school office in the first instance; they will take some details from you and arrange the most suitable person to get back to you.

Tier 2		
	If further support is required, the following staff members are available to support in the specific areas as detailed below. Either a teacher, a parent/carer, or a combination of the two can request a conversation/meeting. These requests should be made through the school office.	
Tier 2	**Mrs Natasha Holmes (Nursery/Reception/Year 1 & 2)** **Miss Zoe Pattenden (Year 3/4/5/6)** **Assistant Headteachers**	**Mrs Lucy Butcher** **SENCo**
	Escalated teaching and learning concerns Initial complaints regarding teaching and learning Escalating behaviour or initial bullying concerns If you have any Safeguarding concerns please contact one of the DDSL (Mrs Holmes, Mrs Pattenden, Miss Sly, Mrs Chard)	Escalated SEND concerns Initial complaints regarding SEND concerns/practice Ongoing SEND correspondence SRP Provision

Tier 3	
	If you have spoken to the assistant heads or SENCo and further support is required, please request a meeting with the Deputy Headteacher. This should be made through the school office.
Tier 3	**Miss Naomi Sly** **Deputy Headteacher**
	Further escalation as your concern has not been resolved.

Tier 4 Whilst we would hope that we are able to resolve any matters through the escalation of Tier 1, 2 & 3, if the unfortunate situation arises where you are still not satisfied that your concerns have been successfully resolved, please make an appointment to meet with the Headteacher	
Tier 4	**Mrs Rachael Smith** **Headteacher**
	Safeguarding Further escalation as your concern has not been resolved Requests for school appeals or reference requests can be made directly to the Headteacher via the office Complaints about school staff must be made in writing and addressed to the Headteacher and marked Private and Confidential



Tier 5 If you wish to make any formal complaint regarding the Headteacher, the CEO of Blue Kite Academy Trust will manage your concerns.	
Tier 5	**Mr Gary Evans** **CEO**
	To contact the CEO directly you must visit the Blue Kite Academy Trust Website for further information.

Contact information:

Even Swindon Primary School, Pasture Close, Swindon, SN2 2UJ. Telephone: 01793 523041 Email: admin@evenswindon.bluekitetrust.org