



# Wincle CE Primary School

*Wincle School provides an enriching and outstanding rural education. We nurture the whole individual: body, mind and soul, inspiring rounded, happy, courageous children who shine in all that they say and do. Our children exhibit a passion for learning, a confident faith, a loving concern for community and an inclusive respect for all.*

*Shine Like Stars' Philippians 2:15*

## **School Communication Policy for Parents/Carers**

<b>Date updated:</b>	<b>Brief summary of changes:</b>
September 2025	Policy rewritten to inform parents and carers of how school communication will run.

At Wincle School, we believe that strong home-school communication supports the best outcomes for children. To ensure communication is effective and positive, we ask all parents and carers to follow the guidance below.

All communication between parents, carers, and staff must reflect our core school values of respect, integrity, and compassion, and align with our Christian ethos. We are committed to working together in a constructive, respectful, and supportive way.

### **Urgent Matters**

- For any urgent information (e.g. changes to pick-up arrangements), please telephone the school office directly. The office will ensure messages are passed on promptly.

### **General Queries and Concerns**

- All general concerns or queries should be directed to your child's class teacher in the first instance.
- Please email the class teacher on the teacher's school email address.
- Staff will aim to respond to emails within three working days during school working hours (7:45am–5:30pm, Monday to Friday, term time only).
- For non-urgent discussions, face-to-face meetings after school are preferred. Please arrange an appointment in advance.

### **Special Educational Needs (SEN)**

- If you have any concerns related to your child's special educational needs, please speak to the class teacher first, who will liaise with the school's SENCO if necessary.

### **Escalating Concerns**

- If, after discussing a concern with the class teacher, you feel the issue remains unresolved, you may then contact the Headteacher.

### **Working Hours**

- The school will only respond to messages and emails during working hours and will not respond outside of these times, including weekends and holidays.

### **Inappropriate Communication**

If communication from a parent or carer does not reflect the school's Christian ethos and core values of respect, integrity, and compassion:

- The staff member will report the concern to the Headteacher.
- The Headteacher will arrange a face-to-face meeting with the parent or carer to discuss the issue and to support a resolution, including agreeing on appropriate and acceptable forms of communication.
- If concerns continue and are not resolved, the Headteacher will refer the matter to the Staff Welfare Governor Subcommittee for further consideration.

We appreciate your support in maintaining open, respectful, and values-led communication. Working in partnership with parents and carers is vital to each child's success and wellbeing.

**Monitoring of this policy**

- The Strategy Subcommittee will review and monitor this policy on an annual basis.