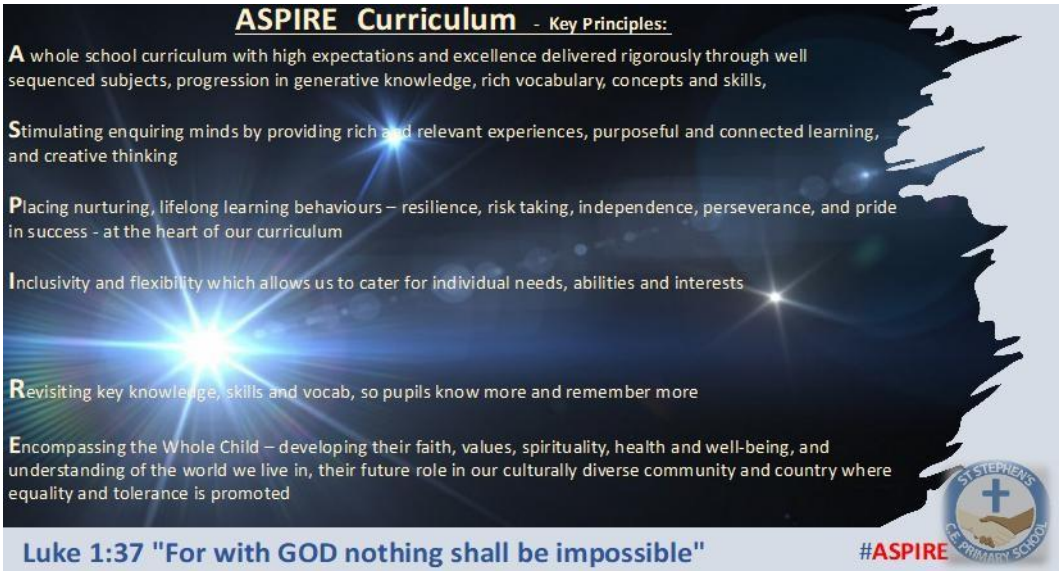
Communication policy

Agreed by Governors/ IEB : Sept 2025
Review date Sept 2027

At St Stephen's CE Primary School, our Christian values run through our school like a golden thread and enable our children to flourish and ASPIRE in life. Our Christian vision: '*for with God, nothing is impossible' (* Luke 1 : 37), helps support and guide our whole school community in striving to beat our previous best endeavours.
Throughout the year, we re-focus on a Christian Value in order to keep God in the centre of our lives. By linking these to key events within the Christian calendar our children will all take turns in leading key collective worships for our whole school community at St Stephen's Church, once a year.

Autumn 1	Autumn 2	Spring 1	Spring 2	Summer 1	Summer 2
Thankfulness	Respect	Hope	Forgiveness	Trust	Love



The key principles of our ASPIRE vision support our decision-making process at St Stephen's CE Primary School for the curriculum. With these principles in place, our children are able to know more and remember more across development of our broad and balanced curriculum.

St Stephen's Church of England Primary School

Policy Statement

At St Stephen's Church of England Primary School, we are committed to maintaining clear, effective, and respectful communication between the school, parents, pupils, staff,

governors, and the wider community. This policy outlines the principles, practices, and procedures for communication within our school community.

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1. Aims of the Policy

- To ensure that communication is consistent, transparent, and respectful.
- To keep all members of the school community informed about school activities, policies, and events.
- To foster strong partnerships between the school, parents, and the wider community.
- To ensure that communication supports the Christian ethos of our Church of England school.

2. Communication Principles

- **Respect and Courtesy**: All communication should be conducted with respect and courtesy, reflecting our Christian values.
- **Clarity and Accuracy**: Information provided should be clear, accurate, and timely.
- **Confidentiality**: Sensitive information will be treated with the utmost confidentiality, in line with our Data Protection and GDPR policies.
- **Accessibility**: Communication methods will be inclusive and accessible to all members of our community.
- **Responsiveness**: We aim to respond to all queries and concerns promptly and professionally.

3. Methods of Communication

3.1. Communication with Parents/Guardians

- **Newsletters**: Weekly or monthly newsletters will be sent via email and made available on the school's website to keep parents informed about school activities, important dates, and announcements.
- **Parent-Teacher Meetings**: Scheduled parent-teacher meetings will be held twice a year to discuss pupil progress, with additional meetings available upon request.
- **School Website and Social Media**: The school website and official social media channels will provide up-to-date information about school events, policies, and resources.
- **Letters and Emails**: Letters and emails will be used for specific communications, such as notices about school trips, policy changes, or important updates. Parents are not to contact staff via emails- only via the ADMIN email address
- **Text Messages**: Urgent or important reminders, such as school closures or emergency information, will be communicated via text message or through the school app.

3.2. Communication with Staff

- **Staff Meetings**: Regular staff meetings will be held to discuss school matters, pupil welfare, and professional development.
- **Internal Email**: Email will be used for day-to-day communication and distribution of important documents or information.
- **Staff Handbook**: The staff handbook will contain all relevant school policies, procedures, and contact information, updated annually.
- **One-to-One Meetings**: Line managers will hold regular one-to-one meetings with staff members to discuss individual progress and any concerns.

3.3. Communication with Pupils

- **Assemblies**: Regular assemblies will be held to communicate important messages, celebrate achievements, and reinforce the school's Christian values.
- **Classroom Communication**: Teachers will provide clear instructions, feedback, and encouragement to pupils in the classroom.
- **Pupil Voice**: Opportunities will be provided for pupils to share their views and contribute to decision-making through school councils or suggestion boxes.

3.4. Communication with Governors

- **Governor Meetings**: Regular governor meetings will be held to discuss school governance, strategy, and performance.
- **Governor Reports**: The Headteacher will provide detailed reports to the Governing Body on school performance, issues, and developments.
- **Email and Phone Communication**: Governors will have access to school staff via email and phone for any governance-related queries or concerns.

3.5. Communication with the Wider Community

- **Community Events**: The school will engage with the local community through events such as fairs, open days, and church services.
- **Local Church**: Regular communication with the local parish church will be maintained, including participation in joint events and services.
- **Partnerships**: The school will foster partnerships with local businesses, charities, and other schools to enhance educational opportunities for pupils.

4. Response Times

- General inquiries from parents/guardians should be acknowledged within 48 hours during term time.
- Complaints will be handled in accordance with the school's Complaints Policy, with initial acknowledgment within 24 hours and a full response within 10 working days.

- Staff communications will be responded to within 48 hours where possible, excluding weekends and school holidays.

5. Handling Concerns and Complaints

- Concerns should be raised directly with the relevant teacher or staff member in the first instance.
- If the issue is not resolved, it should be escalated to the Headteacher.
- A formal complaints procedure is in place for unresolved issues, detailed in the school's Complaints Policy.

6. Confidentiality and Data Protection

- All communication will comply with GDPR regulations.
- Confidential information will only be shared with relevant parties on a need-to-know basis.

7. Monitoring and Review

- This policy will be reviewed annually by the Headteacher and the Governing Body.
- Feedback from staff, parents, and governors will be considered in the review process.

Approved by: Mr Lovgreen, Headteacher
Date 8/9/25

Previous review Dates: 8/9/25
Next Review Date: 4/9/27

This Communication Policy is made available to all staff, parents, and governors via the school website