Changing Lives Learning Trust

INCLUSION · RESPECT · RESILIENCE · ASPIRATION

Changing Lives Learning Trust

Parental Communication Policy

Thornhill Primary School

Approved by			
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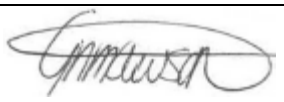
Position:	**Head Teacher**		
Signed:			
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Parent Communication Policy

Purpose

Changing Lives Learning Trust values positive and respectful communication between parents and staff. This policy ensures that all interactions support a safe, professional, and productive environment for students, families, and staff. We aim to work closely in partnership with parents and carers, recognising that both teachers and parents have busy schedules.

1. Respectful Communication

- All messages (email, text, social media, or other platforms) must be courteous and respectful.
- Offensive, aggressive, or threatening language will not be tolerated under any circumstances.
- Any communication that breaches this standard may result in restricted contact methods and, if necessary, escalation to appropriate authorities.
- Where communication is not polite or where multiple emails on the same issue are received, staff will escalate to their line manager for support.

2. Appropriate Channels

- Use official school communication channels (school email, phone during office hours, or designated apps) for all inquiries.
- Social media should not be used to contact staff directly about school matters. Our social media channels are for promoting achievements and sharing educational information only.
- Our preferred method of contacting you is via Class Dojo for group communications or phone/email for matters specific to you.

3. Contacting the School

- Email or telephone call is the preferred method of communication. admin@thornhill@changinglives.education or 01946 802402
- Teachers will respond as soon as possible but may not be able to reply on the same day due to teaching and preparation responsibilities.
- There is no expectation for staff to respond during personal time or outside school hours.
- If urgent (e.g., safeguarding or health emergency), please call the school office during opening hours.

4. Phoning School Staff

- Use the main reception number to leave a message for a teacher on 01946 820402.
- Reception staff will relay messages as soon as possible, please be aware that the Office is not always staffed but there is an answer phone service if your call is not answered.
- If urgent, inform the receptionist who will attempt to find a senior member of staff or leave an answer phone service.
- Lessons won't be interrupted for teachers to take calls.

5. Emailing School Staff

- Teachers do not check emails consistently throughout the day and are not expected to check emails outside working hours.
- We aim to respond within three working days. Part-time staff may take longer.
- For complex requests, we will acknowledge your email within three working days and provide a timeframe for a full response.

6. Scheduling Meetings

- Meetings should always be pre-arranged.
- For non-urgent matters, we aim to meet within five working days.
- Urgent meetings (e.g., family emergency or child protection issue) should be arranged by phoning ahead.
- Please follow the escalation order for queries: Classroom Teacher → Headteacher.

7. Timing of Communication

- The school office is open during school hours: 08:30 – 13:30 Monday to Friday – when closed during these hours you will be informed.
- Messages sent outside these hours will be addressed during the next working day.
- Please avoid sending multiple messages or expecting immediate responses outside school hours.

8. Response Expectations

- Staff aim to respond within two to three working days.
- Frequent or repeated messages within short periods are discouraged.
- If you have not received a response within three working days, email admin.thornhill@changinglives.education and we will follow up.

9. Consequences for Breaches

- Offensive or threatening messages will be logged and may lead to:
- - A formal warning.
- - Restricted communication to written channels only.
- - Referral to governing bodies or legal authorities if necessary.

10. Working Together

- We all want to work collaboratively to support you and your child. Please help us maintain a respectful and supportive environment. Our shared goal is the wellbeing and success of every child.