



ST.ANNE'S COPP CHURCH OF
ENGLAND PRIMARY SCHOOL,
GREAT ECCLESTON



COMMUNICATIONS POLICY



SEPTEMBER 2026

Approved by GB: September 2026
Next review due: September 2027

"Let us love, not in word, but in truth and action." (1 John 3:18)

In building solid foundations for every unique individual and putting God's love at the centre of all we do, our children learn to embrace our diverse world. We encourage our children to learn universally in order to understand our heritage and roots as a village, town, region and nation. Through strong community links, our children grow in **compassion** and **understanding**, **promote justice** and possess commitment and **aspire** to make a positive difference. We offer an ambitious curriculum that ignites **curiosity** along with high personal expectations that fosters **resilience** and which enables them to flourish. Our children are easily distinguished by the **courage** they show when making brave choices and understand the importance of becoming the very best versions of themselves.

Introduction and Aims

At St.Anne's Copp CE Primary School, we endeavour to ensure that communication among all members of the school community (staff, parents, helpers and the wider community) is both effective and efficient at all times. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built, confidentiality respected and action coordinated. School also understands the balance needed to share information in a timely manner as well as to protect the mental health and workload of its staff.

Since the Covid pandemic, communication systems in school had to respond in a very different way and as a result, many platforms were created to enable critical contact with our learners outside of school. These platforms, whilst helpful during Covid, opened up additional pathways of communication which now confuse effective communication into school in particular. As a result, our Communications Policy has been streamlined to reduce the wide variety of platforms into school to 3 simple mediums :

1. Telephoning the school office on 01995 670969
2. Emailing the central school email address : parent@coppschool.lancs.sch.uk if this is a general enquiry or query that needs passing to a member of staff
3. In person at the school office

As a result, inward communication is easier to manage for staff and this ensures school communicates in an effective manner whilst having due care and diligence to the workload and mental health of our staff.

Following this adjustment, school has increased our outward communication points across the year. (see Section 3.8).

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 and expectations 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 possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- 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 ICT and internet 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)
- Ensuring outward communication (eg. Class updates) is regular, timely and accurate

Staff will **aim** to respond to communication between 8.00am – 4.30pm, or within their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications through our 3 point communication system
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours between 4.30pm and 8.00am or during school holidays. We aim to reply within 48 hours; if this is a safeguarding issue, Senior Leaders will deal with this as soon as possible.

3. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

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

3.1 Class Dojo – outward communication only

From September 2024, we will use Dojo to keep parents informed about the following things:

- Upcoming school events
- Posting the weekly school newsletter
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Payments
- PTFA (FOCS) events and updates
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Class activities or teacher requests
- Updates from the class
- Updates for groups (eg. Sporting groups)

Dojo does not have a comment facility enabled on school or class stories. Class teachers can no longer be messaged through Dojo and communication should be sent through either :

1. Telephoning the school office on 01995 670969
2. Emailing the central school email address : parent@coppschool.lancs.sch.uk if this is a general enquiry or query that needs passing to a member of staff
3. In person at the school office

Teachers will aim to respond within the appropriate times (above) and always within 48 hours.

3.2 Email messages

We may email parents about:

- Other agency information (eg. Flu vaccines)

3.3 School calendar

Our weekly school newsletter includes a full school calendar for the half-term.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

School may call parents to arrange a meeting or when a child is unwell. In addition, there may be occasions where the child is not in school and we need to locate the whereabouts of the child in line with Keeping Children Safe in Education 2024.

A challenging phone call is one that is abusive or malicious, where the caller goes beyond expressing frustration or anger about a concern or their personal situation and begins to verbally attack the person handling the call. This may include swearing or threats against the individual or their family.

Abuse may also relate to or be targeted towards a protected characteristic for example racial abuse, sexist or homophobic comments.

Where phone calls become challenging, staff will :

- Listen carefully to the caller; try to focus on what their call is about, especially if they are calling about a concern or problem
- Try to establish the key points so that you can help or direct them
- Try not to interrupt; give them time to explain the reason for their call and wait for a natural break in them doing so if you need to ask for additional information or to clarify any points
- Stay calm and be professional, patient and courteous at all times; you're just a voice at the end of the phone; you're not the real target, but you do represent the county council
- Try to empathise with the caller; use both open and closed questions to establish the facts
- Make an accurate note of any key information given
- Repeat key details back to the caller, to show you've listened and are genuinely trying to help
- Build trust and rapport
- Try not to jump to conclusions
- Try to see things from their point of view, avoid arguing or becoming defensive
- Use positive language that shows you are listening and interested in helping
- Assure them that you'll do your best to help but do not make any promises that are outside of your control
- Be realistic with any timescales you offer if you or someone else needs to call them back
- Try to establish what outcome or solution the caller is seeking, but again don't make promises for things that are outside of your control
- Escalate to a Senior Leader

If, despite the best efforts of staff, the abuse continues, we aim to give two warnings to request the behaviour is altered. Staff may choose to terminate the call if the caller does not modify their behaviour. Staff will not be expected to tolerate unacceptable, abusive, threatening or offensive behaviour.

3.5 Letters

We send the following letters through a variety of platforms (Dojo, hard copies, ParentPay etc.):

- Letters about trips and visits
- Consent forms
- Reports

3.6 Homework folders

Each child has an individual homework folder. This is usually given to them within the first 2 weeks of a new school year. Homework is also duplicated and posted on Dojo.

3.7 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Autumn and Spring progress reports
- A report on KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see Table A).

3.8 Meetings

Initial meetings early in the academic year are settling-in meetings / meet the teacher evening. Formal parent evenings take place in Autumn and Spring terms.

During formal parent evenings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

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

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

TABLE A :

TERM	COMMUNICATION	CLASSES
Autumn 1	Pre-School & Reception	Settling-in meetings across school
	Meet the Teacher evening	Years 1 - 6
Autumn 2	Formal parents' evening	Reception to Y6
	Progress Interim report	Reception to Y6
Spring 1	Mid-year parents evening	Pre-School
Spring 2	Formal parents' evening	Reception to Y6
Spring 2	Progress Interim report	Reception to Y6
Summer 2	Final academic report	Pre-School to Y6

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

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- 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

Parents should use the list in appendices 1 and 2 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents should email through the school parent email address : parent@coppschool.lancs.sch.uk

This Inbox is monitored daily and messages will be directed to the correct member of staff. If you prefer, you can mark the email for the attention of the staff member you wish to communicate with. Communication of a more sensitive nature can be either phoned into school or a letter marked for the staff member's attention can be sent into school. Safeguarding concerns should be sent directly to the Headteacher : head@coppschool.lancs.sch.uk

We aim to respond to email communication within 2 working days. We encourage more urgent messages to be either be phoned through to school or parents/carers should come to the school office which will be open until 4pm every day.

School takes the mental health and wellbeing of staff very seriously. The focus of staff during the school day must remain on the pupils in our care. To facilitate positive staff mental health and wellbeing, staff are required to put the following narrative against their school email signatures :

Please note my working hours are 8.00am to 4.30pm (Monday - Friday).

Please do not feel obliged to respond outside your own working time.

We aim to respond to email queries within 2 school days.

4.2 School Office

The school office is open from 8.00am until 4pm daily.

4.3 Phone Calls

Parents are welcome to phone queries through to school. If you wish to speak to a specific member of staff during the school day, this may not be possible due to teaching and meeting commitments, however, we will always aim to return contact within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.4 Meetings

If parents would like to schedule a meeting with a member of staff, they should contact the school office on 01995 670969 or email : parent@coppschool.lancs.sch.uk to book an appointment.

We try to be flexible when scheduling meetings so that parent and teacher commitments can be accommodated.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- **Any concerns they have about their child's learning**
- **Updates related to pastoral support, their child's home environment, or their wellbeing**

Staff reserve the right to terminate a meeting, if it is felt that the meeting has placed the staff member in a vulnerable position. Staff will share the reason with the parent before termination.

Parents are asked to read the school meetings document that outlines the etiquette prior to the meeting (see Appendix 3); please allow time for this.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every year.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

1. Telephoning the school office on 01995 670969
2. Emailing the central school email address : parent@coppschool.lancs.sch.uk if this is a general enquiry or query that needs passing to a member of staff
3. In person at the school office

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 2 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher
Payments	Mrs Cookson
School visits	Mrs Cookson
Uniform/lost and found	Mrs Cookson
Medication	Mrs Cookson
Attendance and absence requests	If you need to report your child's absence, call school on 01995 670969 or email Mrs Cookson If you want to request approval for term-time absence, contact Mrs Macdonald.
Bullying and behaviour	Your child's class teacher
School events/the school calendar	Mrs Cookson
Special educational needs (SEN)	Miss Whittle
Before and after-school clubs	Mr Corlett, Mrs Cookson or Mrs Macdonald
Hiring the school premises	Mrs Cookson

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Governing board	Mrs Caroline Clayton (govcc@coppschool.lancs.sch.uk)
Catering/meals	Mrs Cookson

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

[complaints-policy-2023-24.pdf \(primarysite-prod-sorted.s3.amazonaws.com\)](#)

APPENDIX 2 : School Communication Flowchart

As a school, we value the communication that we have with our parents and carers and the support that it provides in developing our pupils. The flowchart below has been designed to support effective communication between school and our families. It is a tiered approach which aims to support both parents and staff and allow the opportunity to resolve issues efficiently and effectively. We endeavour to deal with any queries or concerns as quickly and effectively as possible. However, there are occasions where staff roles determine that immediate correspondence is not possible, but please be reassured that they will get back to you within a realistic timeframe.

Please see our weekly **newsletter** in the first instance for information regarding diary dates. **Parent Pay** will allow parents to make meal choices in advance.

School Office	Class Teacher
The following queries can be dealt with directly through the office (this can also be done by phone (01995 670969) or the central parent email : parent@coppschool.lancs.sch.uk). - Reporting an absence - Requesting a leave of absence - Club issues eg. Spaces or cancellation - Geccoes enquiries - Pre-school enquiries - Payment enquiries - Medication - Appointments	The following queries are to be directed to your child's class teacher in the first instance (via email: parent@coppschool.lancs.sch.uk) - Behaviour issues / concerns - Homework enquiries - Learning concerns including initial SEN enquiries - Home/pastoral/friendship concerns To speak with the class teacher, you can : -see them at collection time at the end of the day (provided the teacher is not already committed) -call the office and leave a message

Tier 2

If further support is required, members of the Senior Leadership Team (SLT) are available to support in their specific areas as detailed below.

Either a teacher, a parent or a combination of the two can request a conversation / meeting with the SLT member most closely related to the nature of the concern. Again, these requests can be made through the school office or via the teacher with whom the original concern was raised.

Mrs Macdonald (Deputy Headteacher)	Mrs Whittle (SEND)
General queries or concerns Behaviour and welfare Attendance Contact : parent@coppschool.lancs.sch.uk and mark for the attention of Mrs Macdoanld Phone the office : 01995 670969 In person at the school office	Special Educational Needs (Please use this email address for anything SEN related : aw@coppschool.lancs.sch.uk)

Tier 3

If further support is required, members of the Senior Leadership Team (SLT) are available to support in their specific areas as detailed below.

Either a teacher, a parent or a combination of the two can request a conversation / meeting with the SLT member most closely related to the nature of the concern. Again, these requests can be made through the school office or via the teacher with whom the original concern was raised.

Ms Loughran (Headteacher)

In addition to concerns escalated through Tier 1 and 2, the following queries can be raised directly with the headteacher. Please use the following channel to communicate : head@coppschool.lancs.sch.uk

- Issues which relate to Safeguarding concerns (or Mrs Macdonald in her absence)
- Requests for school appeals or reference requests can be made directly to the headteacher via the office

APPENDIX 3

SCHOOL MEETING ETIQUETTE

Staff at St.Anne's Copp wish to foster positive relationships with parents and carers. Effective communication is a result of respect, active listening and understanding each other's points of view. Please help us to ensure meetings are as effective as possible by following this meeting etiquette.

School Staff will :

- Listen to your comments or concerns
- Make notes of any actions from the meeting and agree these at the end of the meeting
- Remain professional and respectful at all times
- Follow school policies and procedures
- Seek advice from other staff or the Senior Leadership Team if there is a query that they cannot deal with

Parents / Carers will :

- Remain respectful at all times
- Ensure conversations are child-focused
- Allow staff time to reply and explain to comments and concerns

Staff reserve the right to terminate a meeting (see Communications Policy, section 4.4). Staff will give a reason for this at the point of termination.