

GREAT CHART PRIMARY SCHOOL

COMMUNICATIONS POLICY- PARENTS

September 2026



A Great Place to Discover and Learn

Vision Statement

A respectful community where we thrive and achieve our full potential as confident life long learners

Mission Statement

Preparing for life in our ever changing world, by providing opportunities to develop core values and a love of learning

Our core value is Respect

Our termly values: Team work, Ambition, Responsibility, Resilience, Kindness & Independence

Purpose of Policy

At Great Chart Primary School we place great value on the partnership between home and school. In order to ensure that our communication is constructive, manageable and robust we have developed a Communication Policy. This policy outlines the systems and procedures that we, as a school, follow and in addition outlines our expectations of parents in this area. Through the following transparent mechanisms we aim to work together to ensure effective communication for all, thereby getting it right for each and every child.

Communication from School

We have the following mechanisms for communicating with parents:

- The School Website includes information about: School life, Classes, Staffing, Governors, Policies, Emails, Events, Online payments, Curriculum overviews for each year group etc
- Emails
- Telephone calls
- Face to face meetings
- Virtual meetings
- Weekly E bulletin
- The newsletter (x3 per year) is located on website and is emailed and/or sent home as a paper copy on the day of publication
- Arbor Y1-6 Progress Reports (x3 per year) by the class teacher to parents: Short written summaries in the Autumn and Spring terms. Longer written reports including pupil views and the opportunity for parent comments in the Summer term
- EYFS, KS1 and KS2 result reports
- Open class sessions x 2 per year
- Information evenings
- Classroom events
- Sharing Assemblies
- Class dojo pages
- Annual community events: Shows, Picnic in the Park, Sports Day etc
- Family Adult Education Events
- Coffee Mornings/ afternoons
- FLO drop in events

Communication from Home to School

There are a number of reasons for parents to communicate with the school including the following: Pupil absence, pupil progress, pupil's medical needs, concerns, questions and queries, day to day arrangements and finally complaints.

There are various channels of communication with the school and for efficiency the majority go through the school office who then disseminate the information to the correct recipient:

- Absence from School- Please refer to the school's absence procedures and report any absences via the school office
- Day-to-Day Arrangements- Sharing information such as medical needs or changes in collection are to go through the school office during opening hours of 8.20am to 4pm. Outside of these hours messages can be left on the school answer phone or sent to the School Office by email.

- Class Teachers (including children's social and emotional well-being)- Appointments can be made with Class Teachers. Appointments can be booked via the school office or with the Class Teacher at end of day pick-up or by a note sent into school. Teachers are very busy and so first thing in the morning at drop off time or afterschool due to meetings, may not be possible. Confirmation that a concern has been received should be made within 24 hours. Any investigation or follow up will happen within 5 working days depending on the severity of the concern. Parents can also request specific dates with agreement with the class teacher.
- Senior Leadership Appointments: If matters cannot be resolved with the Class Teacher, appointments can be made firstly to see the Phase Leaders/ Senior Managers (please see the school website for names) and then the Deputy and Headteacher. Appointments should be made via the school office and will be offered as soon as possible but certainly within 5 working days of requesting a meeting.
- Safeguarding- Any safeguarding concerns will be dealt with via the Designated Safeguarding Leaders and will be a priority.
- Family Liaison Officer- Communication can be made via email or telephone. There is also a link on the website.
- Complaints must follow the complaints policy and processes
<https://www.great-chart.kent.sch.uk/assets/Complaints-Procedure-and-Policy-DEC2024.pdf>

NB: Teacher will not respond to messages via Class Dojo. Parents must use the methods outlined above.

Written Communication

All written communication to staff, including the Headteacher, should be made via the school office, either by letter or email. Written communication will be acknowledged within 24 hours and responded to in full within 5 working days of receipt. Parents can also communicate with teachers via pupil's Communication Books in the younger year groups.

Telephone Communication

All telephone communication to staff, including the Headteacher, should be made via the school office. Telephone messages will be acknowledged within 24 hours and responded to in full within 5 working days of receipt.

Emergency communication

All parents/carers will ensure that the school has their latest contact details, including but not limited to their address, telephone number and email address, so that they can be contacted in the event of an emergency. An additional emergency contact **must** also be given to the school. If a pupil is seriously ill or injured, the school will attempt to contact the pupil's parents/carers via telephone.

Where an incident affects the whole school community, such as power failure, the school will post a message on the school website, email and text parents. We will also use the KCC School Closure website. If the school is closed due to adverse weather or a similar problem, updates will be posted on the website, via email or text. The local radio stations will broadcast a closure announcement in the event of the school closing due to adverse weather or another emergency situation, in accordance with the Severe Weather Policy.

Governor communication

Requests to speak to a school Governor should be made via the Governance Professional to the Governors through the school office- Lucia Page

luciapage@great-chart.kent.sch.uk

Contact details

In order to assist us with efficient communication, up-to-date contact details must be shared with school via ARBOR

Social Media

We ask that parents refrain from discussing school issues, members of staff or pupils on social media. We are always willing to talk to parents regarding any concerns they have.

Monitoring and review

The efficiency of this policy will be continuously monitored throughout the year by the Head Teacher and governing body.

Contact Information

www@great-chart.kent.sch.uk

receptionist@great-chart.kent.sch.uk

<https://www.kentclosures.co.uk/>

<https://www.great-chart.kent.sch.uk/learn-more/family-liaison-officer/>