
Communication Policy



Michael Moore

Adopted by Governors on: 25 th September 2025	Signed:	Signed:
	CHAIR	PRINCIPAL

Grange Park Primary School

Communications Policy

1. Introduction

- 1.1 Grange Park Primary School recognises the importance of clear and effective communications with all stakeholders (pupils, parents and carers, staff, Governors, the local and wider community, outside agencies, etc), and is committed to being open and accessible for all who have an interest in the school.
- 1.2 The key stakeholders for a school are parents, carers and pupils and this policy addresses the main ways in which the school will ensure there is effective two-way communication between home and school.
- 1.3 Parents and carers have a key role to play in their child's education. The school will make every effort to encourage and make arrangements for parents and carers to contribute to creating a shared view of their child's needs.
- 1.4 For the purpose of this policy parents and carers refers to those people who have legal parental responsibility for a child.

2. Definition of Communication

Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflect on the school's reputation. Parents and carers, trustees and pupils also have a part to play in reflecting the school's reputation. We strive to ensure that communications between all members of the school community are clear, professional, timely and effective in their purpose.

3. Principles

- 3.1 Grange Park Primary School uses a number of different methods to maintain effective communication with parents and carers, other schools, the wider community and outside agencies. Depending on the nature of the communication, the school will use the most practicable means to contact the recipient.
- 3.2 Communication on issues that affect the safety and wellbeing of a pupil will be treated as a priority. The school holds emergency contact details for all pupils and families are asked to alert the school immediately if contact information needs to be revised.
- 3.3 Staff will always seek to establish friendly relationships with parents and carers but they will ensure relationships are professional and parents will be addressed in a formal manner.

4. Aims of the policy

4.1 The aim of this policy is to:

- Promote partnerships between the school, parents and carers, pupils and the wider community through efficient and effective communication.
- Ensure that effective communication and consultation takes place between the school, parents, carers, pupils and other stakeholders and that there are robust procedures to facilitate this and for all parties to follow.

4.2 The school recognises that engaging and working with parents and carers is a vital key in providing their child with an excellent education. Parents and carers are offered opportunities throughout the year to convey to us what they expect from and think of the school. Our wish is to involve as many parents and carers in their child's education as possible.

4.3 Our aims include the following:

- To make the school as welcoming and inclusive as possible.
- Signage will be clear, informative and positive.
- All written and telephone enquiries will be dealt with promptly and parents and carers can expect an acknowledgement within 2 working days.
- A variety of forms of communication with parents and carers for example, telephone contact, e-mail, Seesaw, post and school website.
- Parents and carers are contacted for positive as well as negative reasons.
- Information is given to parents and carers on what pupils will be taught and tips for helping their child will be provided.
- Parents and carers will be encouraged to help or support their child's learning at school and at home. Information will be provided in a timely way to enable this support to be effective.

4.4 *Choosing the correct member of staff to address a query*

CONCERNING?	ABOUT WHAT?	WHO DO I TALK TO?
MY CHILD	Their learning. Their progress. Their friendships. Their difficulties. Their habits. Their homework. Any other problems you may be having with your child at home. An issue that is happening in class or in the playground. Any other concerns about how they are getting on?	The teacher MUST be contacted in the first instance to address any of these issues. Parents may send a brief message, via the office, to allow the teacher to decide how to proceed – follow up phone call, face-to-face meeting or simple reply via Seesaw.
	Personal and confidential information in regards to changes in safe-guarding or child protection concerns.	Mrs McFarlane (Designated Teacher) Mrs Cole or Mrs Gilmore (Deputy Designated Teachers) OR Mr Moore (Principal)

MY ARRANGEMENTS	<p>Change in home address, contacts and contact numbers.</p> <p>To make an appointment to see a member of staff.</p> <p>To arrange for payment of e.g. school dinners, breakfast club etc.</p> <p>To talk about open enrolment.</p> <p>To hand in important documents or letters.</p>	<p>Email the school office (rdornan963@grangeparkps.bangor.ni.sch.uk) or telephone, if time bound.</p>
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5. Forms of communication

5.4 Telephone Calls

- If a query or concern is time sensitive and urgent the parent should telephone the school office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments.
- If the query or concern is not time sensitive and urgent then parents should email or telephone the school office and the relevant member of staff will aim to contact them 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.
- For general enquiries, please telephone or email the school office.
- Staff will telephone parents if their child presents as unwell during the school day.
- Parents are expected to telephone or email the school office before 9.30am if their child is absent.
- We will call parents if their child has had a head injury, even if minor (see First Aid Policy).

Phone lines will be open:

Monday to Thursday from 8:00am to 3:15pm

Friday 8:00am to 2:30pm.

As a school we will endeavour to ensure there is at least one person able to answer the phones during these times, but illness and the busyness of a school means we cannot always guarantee this.

5.5 Seesaw

As a school we have all found Seesaw a very useful tool for communication between school and home, and it has helped us to be a more environmentally friendly school, as it has greatly reduced the number of letters and information sheets that we send home on paper.

This tool is being used by school as a learning and teaching tool, to keep parents regularly updated and better informed about what their children are doing in school.

Teachers will use Seesaw to:

- Share pupils work and photographs of their activities.
- Provide work for home learning or during long-term illness.
- To view, mark and provide feedback of completed work.
- Send class messages, share information sheets and letters in PDF form.

Any whole school notes will be sent in PDF form from the Office or uploaded to the school website.

5.3 **Letters and E-mails**

Where appropriate, and when staff feel it is a matter that can be quickly resolved through a conversation, they will respond to a letter from parents and carers, via a telephone call and if necessary, thereafter a meeting will be arranged with the parents/carers to discuss it further.

Otherwise, a response to acknowledge receipt of a letter will be made by telephone, letter or email within 2 working days and responded to within 10 working days.

Any letters of complaint will be dealt with in accordance with the school's Complaints Procedures Policy (copy available on the school website).

Parents and carers are encouraged to provide the school with a current email address for prompt and effective communication. However, if we are unable to obtain a current email address for any parent or carer, communications will be delivered home in hard copy by their child or sent by post.

5.4 **Texts**

Automated texts from School Money are periodically sent to parents/carers as a quick means of sending whole school reminders, including in the event of an emergency closure of the school.

6. **Absence**

If a child is absent, parents and carers are asked to contact the school before 9.30am on the morning of the absence, for full details please refer to the Attendance Policy (copy available from the school). You may leave a voicemail on our phone system.

7. **Meeting with Parents and Carers**

Parents and carers wishing to meet a member of staff may contact the school office to make an appointment.

Parents and carers should report to reception prior to meeting with a member of staff. A member of staff may ask a senior colleague to accompany them if necessary.

Staff will call a meeting to a close in the event of the parents or carers becoming angry or abusive. This should be reported immediately to a member of the Senior Leadership Team, which in turn will be reported to the Board of Governors and recorded in the minutes of their next meeting.

8. **Social Networking**

The school has a Facebook account, which is mostly used to share & celebrate school events. It is not compulsory for parents to sign up to Facebook and therefore key messages will be relayed through formal school communication channels.

The pages are monitored for inappropriate and negative comments which will be deleted.

Pupils are not to be named in any comments.

9. Reports and Progress

Parent – Teacher meetings are time-tabled twice a year and a final written report is distributed to all parents and carers in June of each year.

10. Accessibility

We will endeavour to make any reasonable adjustments that may be necessary to enable a parent or carer with a disability to participate fully in a meeting or to receive and understand a communication.

The font used in all printed communications is Gill Sans MT 11. Documents printed using a larger font can usually be provided and requests should be made via email at the info@grangeparkps.bangor.ni.sch.uk account.

Key school information will be translated into community languages where appropriate and possible and where required a translator provided to ensure effective communication.

11. School Website

The school website provides a range of information about the school, including important school times & term dates, curriculum information, school policies, information about Breakfast Club & After School Clubs.

Parents should check the website before contacting school.

12. School trips, visits and activities

Parents and carers will be notified of trips, visits and activities that their child/children may wish to participate in as early as possible to ensure parents and carers have adequate time to plan for such events.

13. Severe weather and emergency closure

In the event of emergency closure communication will be made to parents and carers via Seesaw or text. Parents and carers should also tune in to local media and check the school website and social media channels i.e. website and Facebook.

14. Communication with other schools and outside agencies

Prior to pupils joining Year 1 or moving to their post-primary school in Year 8, it is customary for schools to gain further information about them to help and support their transition to and from Grange Park Primary School.

We recognise that children have diverse needs, and where required we are supported by various agencies and groups of professionals including medical services (such as speech and language therapy, occupational

therapy and physiotherapy), educational psychologists, health professionals and specialists and various welfare-focused services, such as Educational Welfare.

We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school must provide a safe and secure environment (see the school Safeguarding and Child Protection Policy copy available on the school website).

We hold information on all pupils in our school and from time to time we are required to pass some of this information to others for educational purposes. All personal data is held and processed in accordance with the General Data Protection Regulation (for full details see our Data Protection Policy and Privacy notice on the school website).

15. Monitoring, evaluation and review

This Policy will be reviewed at least every three years to assess its implementation and effectiveness. The Policy will be promoted and implemented throughout the school.

The next review is due: August 2028

Appendix

Contact information:

Telephone: 028 91 271181

Option 1: Reporting an absence

Option 2: Change of dinner

Option 3: Office

E-mail: info@grangeparkps.bangor.ni.sch.uk

School website: www.grangeparkps.org