



PARENT-TEACHER COMMUNICATION POLICY

This policy applies to all communication between parents and teachers from EYFS to Y6, including Out of School provision.

Introduction

Positive communication is an essential element of the aims and vision of St Piran's School. This enables our children and families to feel valued and listened to, whilst allowing our staff to have a healthy work-life balance. We must communicate effectively with each other, with our children, with their families and with other members of the wider community. We need to ensure that communication between all members of the school community is open, honest, respectful, ethical and professional. Communication includes the use of telephone, letter, email, Teams, Tapestry, website and face-to-face meetings. The School has systems for the formal recording of Parent/Teacher communication. Our aim is to be as helpful as possible and offer a high level of personal service.

This policy is available to all interested parties via the School website and to staff in the Staff Handbook. It is reviewed annually, and as events and legislation require, by the Headmaster in consultation with the Senior Leadership Team at the School.

Procedures for Communication

Contact Details

The School holds emergency contact details for all children on the School Management Information system and families are expected to inform the School immediately in the event that contact information needs to be revised. Depending on the nature of the communication, the School will use the most practicable means to contact families.

Raising a Query

If a current parent (a term hereafter used to refer to all those individuals who have a role in the upbringing and care of the child) wishes to raise a query, they are encouraged to use the communication ladder (see below).

Parents are requested to email the member of staff directly or contact the main School Office between school hours of 07:30 and 18:00 (weekdays, excluding bank holidays), asking for the query to be dealt with by the appropriate person. Teachers' email addresses follow the layout of:

first initial.surname@stpirans.co.uk – e.g. Mr Joe Bloggs would be *j.bloggs@stpirans.co.uk*.

If parents wish to email teachers or staff after 18:00 on school days or over weekends, they should use the out of school email address on os@stpirans.co.uk. This is monitored daily and emails will be sent to the teachers concerned every morning at 07:30. During the holidays, parents can also email schooloffice@stpirans.co.uk

Communication Ladder

| | | |
|---------|------------------------------------|--|
| Level 1 | Form Teacher / Subject Teacher | Acknowledged within 1 day and replied within 2 days during the times 7.30am and 7 pm |
| Level 2 | Head of Year | |
| Level 3 | Deputy Head Pastoral / Academic | |
| Level 4 | Headmaster | |

Please be aware that the key priority for teaching staff is to plan, teach and support the children in their care. Communication with parents, whilst recognised as important, will not always be a top priority. Please be patient with teachers whilst waiting for responses. If parents do not get a response in a timely manner (see guidelines in the Communication Ladder) then please check with the School office to see if the teacher is in school at present (they may be away through illness or for another reason).

Parents' Meetings

Parents of pupils in EYFS are encouraged to keep their child's Nursery Key Person or Reception Teacher updated at all times regarding any issues or concerns. EYFS staff are happy to organise times to meet with parents, when required. More formal parents' meetings are scheduled on a termly basis. For parents of pupils in Reception, two formal Parents' Evenings are held per year.

Parents of pupils in Years 1 to 6 have two formal Parents' Evenings per year, in the Christmas and Easter Terms. A parent may request a meeting with a member of staff at other times,

either by making an appointment via the main School Office or directly with the Form Teacher or specific member of staff.

Information Evenings

These take place throughout the year for different age groups. Examples are as follows:

EY/LS/MS/US Information Evenings

These meetings take place at the start of the school year. It is an opportunity for parents to meet their child's Form Teacher (and subject teachers in Upper School) and parents of other children in the same Form. The Form Teachers will give parents a more detailed picture of events particular to the Form. There is also an opportunity for a question and answer session.

Senior Schools' Information Evening

This meeting usually takes place in June and gives parents details of the transition processes between St Piran's and the various different Senior Schools routes – 11+ Grammar, 11+ Common Entrance, 13+ school entry, Independent Schools and State Schools. In the second half of the Easter Term, the Headmaster and Deputy Head Academic will meet with Year 5 parents to provide support and guidance to parents about the right choice of senior school at the end of Year 6. The Headmaster's PA will send out slots for parents to book onto for these meetings.

Trip Information Evenings (Residentials)

These happen before the Year 4, 5 and 6 residential trips to allow parents to find out specific details regarding the trip and ask any pertinent questions.

Online Communication

My School Portal

The School's preferred method of communicating with parents is by email, or on some occasions, text message. These come via the School's system *My School Portal*.

When a pupil joins the School, parents will receive an email explaining how to activate their account. All school communication for your child, which comes to you by email, is also stored in your Communication History area on the My School Portal. This includes a weekly 'Attitude to Learning' and Clan Points document for Years 3-6, as well as your child's School Reports. All of these are available for parents to download, if they wish.

For Holding and Extended Day as well as activities, the School uses the SOCs booking system. – you will receive a communication about when this needs to be done. Parents can also view their child's current timetable, homework evenings and attendance via My School Portal.

The Weekly Newsletter

The School Newsletter is a weekly communication for parents, emailed from the School Office to keep them aware of important reminders and key information. Please let the School Office know if you are not receiving the Newsletter every Friday.

SOCs

This is the School's Hub for sports fixtures, activities, wrap around care and holiday clubs

My School Portal

This is our booking system for parents' evenings. You will receive a communication from the School, prior to parents' evenings to invite you to book a slot to visit the relevant teacher(s).

Social Media

The School uses social media to show parents what is happening in school on a day-to-day basis. Facebook will cover photos from our day-to-day activities and Instagram will show photos from key events and celebrate excellent pieces of work.

What's App Groups

Groups on digital platforms can be good a source of communication and useful for people to feel connected to our school community. However, people need to remember these groups are not part of our formal communication system and any views expressed here are of the individual concerned, not of our School. Please also remember that many staff are also parents who might be members of such groups.

Class Representatives

The School operates a Class Rep system that is a good source of two-way communication. This system is good for parents to use to raise any issues of a general nature with the School. It is also a way of communicating positive feedback from parents. The School also meets regularly with the Reps so they will be a good source of information for parents.

Absence from School

All absence from school due to sickness, should be reported to the School Nurses on 01628 594311 or matron@stpirans.co.uk as early as possible on the morning of absence.

Requests for term time absence, for anything other than sickness, should be made to the Headmaster through his PA on heads.pa@stpirans.co.uk.

Complaints

All formal letters of complaint will be dealt with in accordance with the School's separate Complaints Policy, which can be found on the School website.

Requests for Information

Please refer to our Data Protection and GDPR Policy for copies of children's records, freedom of information and Subject Access Requests. This will detail procedures and protocols, including timings.

General Statement On Communication

When communication is deemed inappropriate, aggressive, vexatious, persistent or disproportionate and the School deems it is unacceptable, then actions will be put in place by the Headmaster. Any appeals to this should be in writing to the Chair of Governors. The decision of the Governors is final.

Parent Code of Conduct

Please refer to the Parent Code of Conduct for the School's framework of expectations concerning acceptable behaviours and conduct for all involved in the School community.

Reviewed by: **Headmaster**
Date: **30 Mar 2026**
Next Review Date: **Sept 2027**