



Whole School Communication Policy

Purpose

This policy explains how St Issey C of E Primary School communicates with parents and carers across the main school and Early Years provision.

The aim is to maintain clear, consistent communication while protecting staff workload and wellbeing.

Strong communication supports children's learning, wellbeing and safety while allowing teachers to focus on teaching and supporting pupils during the school day.

Principles

Communication between the school and families should be:

- Clear and consistent
- Respectful and professional
- Focused on supporting children's learning and wellbeing
- Manageable for staff within their working hours

Teachers spend most of the school day teaching and supervising pupils and may not be able to respond to messages immediately.

Main Communication Routes

Parents should use the school office as the primary point of contact. The school office will pass messages to the appropriate member of staff.

School Office Email: zlawson@rainbowacademy.org.uk

The office should be contacted for:

- General queries
- Messages for teachers
- Reporting absence
- Safeguarding concerns
- Requests for meetings
- Urgent matters



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Communication Platforms Used by the School

The school uses digital platforms primarily to share information rather than for direct messaging with staff.

MCAS - All children

MCAS is used to:

- Message parents
- Complete bookings for lunches, trips and clubs
- Share general information about school activities

Class Dojo - Main School

Class Dojo is used to:

- Celebrate achievements
- Award house points
- Share general information about classroom activities

Teachers do not check or respond to direct messages through Class Dojo.

Parents who need to contact a teacher should email the school office.

Family - Nursery and Early Years

Family is used to:

- Share observations of children's learning
- Record development in Early Years
- Upload photographs of nursery activities
- Share reminders and updates

Family acts as an online learning journal and information sharing tool.

Staff do not check or respond to direct messages through Family.

Parents who need to contact nursery staff should email the school office.



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Response Times

Staff aim to respond to messages passed through the school office within 1–2 working days.

Teachers are not expected to respond to communication during evenings, weekends or holidays.

Urgent matters should always be directed to the school office.

Expectations for Parent Communication

All communication with school staff should be:

- Polite and respectful
- Constructive
- Appropriate in tone

Repeated messaging, aggressive language or unreasonable demands may result in communication being redirected through senior leadership.

Safeguarding and Sensitive Matters

The following matters should not be discussed through messaging platforms:

- Safeguarding concerns
- Behaviour incidents
- Family circumstances
- Medical concerns
- Complaints

These matters should be raised through the school office or directly with the Headteacher.

Safeguarding concerns will always follow the school's safeguarding procedures.

Staff Communication Boundaries

To protect staff wellbeing:

- Staff respond to communication during working hours only
- Staff are not expected to check messages in the evenings or weekends
- Staff will use school accounts for communication



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Social Media

Parents are encouraged to raise concerns directly with the school rather than posting about issues on social media.

Direct communication allows concerns to be addressed quickly and appropriately.

Review

This policy will be reviewed periodically to ensure communication remains effective for families and staff.