



# **Meridian Primary School**

## **Communication Policy**

**January 2026**

## **Communication Policy**

Schools have many lines of communication to maintain: with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together. Parents can naturally help more if they know what the school is trying to achieve.

In our school we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values, through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.

## **Aims**

Our school aims to ensure all communications are:

- Clear
- Comprehensive
- Two-way
- Timely
- Respectful

This policy explains the school's aims and values, the school's responsibilities towards the children, the responsibilities of parents, and what the school expects of the children.

## **School:**

The school will undertake to ensure that:

- Parents and children have clear lines of communication
- The curriculum is clearly communicated to parents
- Parents are informed of forthcoming events within appropriate timelines
- All communications will be treated as confidential within the school context

## **Parent/Guardians/Carers:**

Parents will undertake to:

- Read all communications issued by the school
- Raise issues or concerns at the earliest opportunity with the school in the appropriate manner\*
- Act on the communication (for example, attending special meetings)
- Not discuss school issues on Social Media
- Provide school with current personal information and update the school of any changes (email address, home address, phone number)

*\*Issues should be raised with a class teacher in the first instance; these may then be escalated to the Key Stage leader followed by the Deputy / Headteacher if necessary. All complaints should follow the procedures set out in the complaints policy.*

## **Separated parents**

In the case of separated parents, the school endeavours to ensure all those with parental responsibility are kept informed about matters related to school and their children's attainment and progress. The school will undertake to obtain the details of all those with parental responsibility through its admissions form or directly from the parent who the child lives with. We also welcome being contacted by those with parental responsibility directly - providing us with the necessary details for our systems. Please see our 'Separated Parents Policy' for further information.

## **Methods of Communication**

**If you have concerns about any child at the school or in the community including concerns of neglect and abuse, please contact one of the school's designated persons for child protection through the school office and they will make you their top priority at that moment.**

### **Playground message taker**

A member of the Senior Leadership Team will be on the playground each morning to take messages for teachers or the office. They will wear a hi-viz tabard so they are easily seen. This is a really effective form of communication as it is recorded and messages are given immediately. Please don't try to pass messages to other staff in the mornings as they are focusing on getting the children settled in school and may forget.

### **Dojo**

Parents can message teachers on the Dojo app and teachers will share information with parents via this app, including details about homework each week. Photos of what children have been doing can also be shared by teachers here. Teachers will respond to any questions or other messages within 3 working days, within term time and school hours. We also use Dojo for information sharing about trips e.g. ETA if a journey is delayed.

### **Email**

We ask parents to use the email address [office@meridian.cambs.sch.uk](mailto:office@meridian.cambs.sch.uk). For the purposes of administration we require all emails to go to a central email address. However, all emails will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all emails should specify the member of staff to whom the query is addressed. We will respond to emails within 5 working days (during term time). The school will send whole class and whole school communications via email to parents.

### **Website**

The school seeks to put as much information as possible on its website including important diary dates. Parents/carers are encouraged look at the website on a regular basis.

### **Letter**

Letters can be handed into, or posted to, the school office. As with emails all letters will be treated with full confidentiality and the responses will be made by the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently. We will respond to letters within 5 working days (during term time).

### **Telephone**

This would be appropriate where enquiries are deemed more urgent by the parent, such as communicating particular information about the child to the school. If the call requires a response from a member of staff, we aim to do this within 2 working days

### **Newsletter**

The newsletter is published each week using Sway. This is emailed to all parents, printed in the foyer and uploaded to the website. The newsletter contains important diary dates, updates about events and a weekly summary of the learning and other activities that each class has done that week.

### **Headteacher Drop-ins**

These are held each term at different times e.g. early morning, afternoon, after school. Parents are invited to 'drop-in' to have an informal discussion with the Head about any school related item.

### **Appointments**

If necessary, parents can visit the school to ask questions, to gain support or to have the opportunity to talk about their child/home issues with either the child's class teacher or the Senior Leadership Team. Parents are asked to phone or email the school office to make an appointment giving a brief outline of what they wish to discuss.

This allows the school time to organise cover to make staff available to speak to the parents. We will aim to make appointments within 5 working days and are willing to meet either before (from 8.30 am) or after school (3.30–4.30 pm) to fit in with parents. Termly appointments - phone calls or meetings - are offered to parents of children who are on the SEND register. In order to be equitable to all parents, we will offer appointments for other purposes once per term for 15 minutes unless there is a particularly complex issue that may need more time.

If parents are unable to keep an appointment, they should give adequate notice. Parents should not expect to meet teachers during the school day unless by prior arrangement.

Parents are asked not to approach teachers to discuss their child on the playground or if they see them outside school as this does not allow for confidential discussion. Staff will not talk about other children in front of other parents/carers. All meetings and discussions are confidential between the staff involved and the parents/carers and parties should not divulge information to others without the agreement of parents/carers and the school, unless there are safeguarding concerns which the school must share with the relevant authorities.

### **Meet the Teacher Sessions**

Every September, parents are invited into their child's classroom to meet their new teacher.

Teachers run through a presentation which contains useful information for the year group. This is an opportunity to ask questions of the teacher.

### **Parent Consultations and Written Reports**

In autumn and spring, parents are invited to book a parent consultations with their child's teacher. To support parents attending, a variety of morning and evening times are offered.

In summer term, parents receive an annual report which gives feedback on all areas of the curriculum. An opportunity to discuss this report with the teacher is offered.

Where possible it is more effective for parents to attend the consultation together so that a common approach to supporting the child in their learning can be agreed. If exceptional circumstance mean this is not possible we will try to arrange separate consultations.

### **Parent Engagement and Feedback**

During the year, there will be opportunities for parents to find out more about the school and their child's learning.

We will offer Welcome Wednesday sessions when parents can drop in to see classrooms and work books.

We will offer open mornings where staff will hold workshops/presentations about aspects of learning (e.g. reading) and parents can view teaching in action.

The school may offer coffee mornings to share and discuss initiatives, processes or procedures and offer Q&A sessions – such as for SEND.

The school will ask for more formal feedback through surveys via online forms and will provide a response and details of any actions where relevant.

### **Governors**

The details of our governing board are on the school website and on display in school. Governors should be contacted via the school email: [office@meridian.cambs.sch.uk](mailto:office@meridian.cambs.sch.uk).

In the case of complaints – the complaints policy should be followed.

Minutes of governor meetings are on the school website.

As governors support the school in a strategic role, if parents contact them on a matter to do with the operations of the school, governors will be unable to respond and will direct them to take their concern to the school.

### **The Community**

Members of the local community are invited to school functions such as special assemblies, Harvest, Christmas Fairs, Christmas Carol services and school productions.

The school also attend events or make visits to local places and groups.

Guest speakers from local government, churches and businesses, community organisations and charities come into school to speak to the children. We also try to involve parents and governors as much as possible.

Parents are invited to special events, e.g. Mother's / Father's Day events & Sports Day.

We publish school updates in local newsletters (such as the Comberton Contact) and invite members of the community in to school to support with clean up days and volunteering.

We do not advertise for any local community groups to ensure fairness and to prevent any perceived association, endorsement or bias towards any group.

### **Communication with Other Schools**

The school regularly communicates with staff and children of other primary schools, local pre-schools and our feeder secondary schools. Such communication may be by means of personal contact with specific staff or through more formal contact such as cluster groups, transition events and by means of sports fixtures and other inter-school events.

The school is a member of Network <sup>cb</sup>23, a cluster of 13 primary schools and 2 secondary schools in the local area.

### **Communication with Outside Agencies**

Close contacts are maintained with Local Authority support agencies such as the START team (Statutory Assessment and Resources Team), school admissions, the safeguarding and school improvement teams. We have links to other agencies such as health services and the Peripatetic music service.

### **Confidentiality**

Our communications are fully compliant with the Data Protection Act 2018 and UK General Data Protection Regulation (UK GDPR). For further details, see our Data Protection Policy and Privacy Notices.

### **Exceptions**

There may be occasions where the school needs to invoke alternative or more bespoke communication protocols to operate effectively or to respond to more unique situations. This will be done with reference to our other guiding policies and in line with the schools' governance framework and responsibilities.

### **Policy Review**

The Headteacher is responsible for monitoring the implementation, use and effectiveness of this policy/procedure.

This policy has been ratified by governors and will be reviewed by the governing body in line with the school's policy review schedule.