Parental Engagement & Communication Policy

Holyport CE Primary School

HOLYPORT CE PRIMARY SCHOOL	
Date policy adopted and signed by LGB: 12.2.2026	NAME AND SIGNATURE Governor/ Chair of Governors: *P. Mew*
Name of Head teacher: Amanda Featherstone	Signature of Head teacher: *A. Featherstone*
Date to be reviewed: January 2027	This policy will be subject to review by the Governing Body in the light of changes in the curriculum or provision or legislation or advice from the DfE/ODST/LA.

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1. Introduction

We want our vision of "*Love learning, love life in all its fullness"* John 10:10 to be reflected in the way home and school communicate, working in partnership to support each child's academic progress, social development, and overall wellbeing

- We want Holyport Primary School to be a welcoming place where everyone feels listened to and respected
- We aim to provide various engagement opportunities as well as provide a clear system for parents to access information and communicate with the school
- We aim to promote a positive, respectful, and collaborative partnership between parents and school staff.
- This policy outlines expectations for how parents communicate with staff to ensure a safe, supportive working environment and to protect staff wellbeing and morale

2. Principles of Positive Communication

To maintain strong relationships and a culture of mutual respect, the school expects all communication between parents and staff to be:

- **Respectful:** Staff should be spoken to courteously at all times.
- **Constructive:** Concerns should be raised with the aim of working together to find solutions.
- **Professional:** Staff are professionals and should be treated as such, please recognise that staff work hard to support your child and every child in their care.
- **Calm and considerate:** Communication should be conducted in a manner that allows issues to be fully understood and properly addressed.

2.1 **Respectful Behaviour**

- Communicate courteously, even when upset or concerned.
- Avoid raising your voice, making accusations, or using threatening language.
- Refrain from discussing staff negatively in public spaces, including online, on social media or communication apps such as What's App.

2.2 **Zero Tolerance for Abuse**

The school operates a **zero-tolerance approach** to:

- Verbal aggression
- Intimidation
- Harassment
- Personal insults or offensive comments (whether in person or online)

Incidents of this nature may result in restricted communication channels, formal warnings or referrals to the Headteacher/Governing Body/ODST. In extreme incidents this could result in individuals being banned from the school premises or the police being called in line with the "*Dealing with Abusive or violent visitors to School Policy*"

3. Engagement Opportunities

As well as day to day contact, the school host various engagement opportunities including:

- Day to day informal contact on the school gate
- Beginning of the school year information sessions – Meet the teacher/Curriculum and expectations
- Collective Worships for parents to attend e.g. a festival/RE related and one sharing curriculum as a focus
- Parents workshops i.e. phonics/SATs/PHSE and other themes
- Sporting or Musical events e.g. Sports Days and Music Performances
- Termly individual parent teacher consultation meetings
- Interim/mid-year reports on progress, attendance and attainment
- Celebrations such as Star of the Week and Half Termly Achiever Assemblies

4. Contacting the School and Staff

We are always keen to know what works well and what could work better for pupils and parents.
Parents are invited to contact us to share any feedback they have and are encouraged to share any concerns at any time when they have one, even if it appears to be minor. The 'little' difficulties are easy to deal with and we do not want them to become major concerns.

To support effective communication and protect staff wellbeing:

- avoid approaching staff for detailed discussions at classroom doors during busy drop-off or pick-up times. Instead, parents should:
    - Contact the school office to request a meeting with the teacher, or
    - Use the school's designated communication channel e.g., parents@holyportprimaryschool.co.uk
    - be aware of staff working days and hours. As a general expectation, teaching staff are available from 8:30 till 4 and as you can appreciate, staff are not expected to respond to messages outside of their own working days or hours or during teaching time.

Our aim is to respond to all non-safeguarding queries within 3 **working** days. If we are unable to do so, the office will reply and provide an update on when we can.
Communication order:

1. **Class teacher -** for most queries we expect your child's teacher to be the first point of contact. They are closest to your child to help understand how to help move things forward. Teachers at Holyport prefer to talk in person or on the phone with families, as this promotes discussion and provides opportunities for shared forward planning.

2. **The Assistant Heads are Senior Leaders** and are also assigned to a Phase, after speaking with your child's teacher:
    Early Years, Year 1 and 2 –Mr Putman
    Years 3,4 5 and 6 - Miss Prothero

3. The Headteacher. The Headteacher is available for informal conversations on the playground most days and is happy to speak or meet with parents when the above channels have been followed. Parents should contact the **Headteacher,** Mrs Featherstone when they have whole-school issues, serious concerns, or when earlier steps—such as speaking or meeting with the class teacher or Assistant Headteacher—have not resolved the matter. This may include concerns related to safeguarding, staff conduct, or health and safety.

5. Safeguarding

Safeguarding is at the core of everything we do at Holyport Primary School and safeguarding queries or issues are always treated as the highest priority.

Our designated Safeguarding Leads are:

- Mrs Featherstone - Headteacher - Designated Safeguarding Lead
- Mrs Healy - SENCO/PPG - Deputy Designated Safeguarding Lead
- Miss Prothero - Assistant Headteacher - Deputy Designated Safeguarding Lead
- Mr Putman - Assistant Headteacher - Deputy Designated Safeguarding Lead

As member of the DSL team is always contactable directly through the school office.

6. School Office Hours

We aim to be available just before and after the school day. Therefore:

- The school office reception is open from 8.00am - 4.30pm each day.
- You can contact the school by emailing parents@holyportprimaryschool.co.uk
- You can telephone the school on 01628 627743

7. Communication with the SENCo

Communication with the School SENCO
At Holyport CE Primary School, the Special Educational Needs Coordinator (SENCO) plays a key role in supporting pupils with additional needs and working collaboratively with families. To ensure communication remains effective, timely, and respectful, we ask parents to follow the guidance below:

1. First Point of Contact
If you have a concern related to your child's learning, progress, or wellbeing, please speak with your child's class teacher in the first instance. They work with your child daily and will be able to address most questions or pass information to the SENCO where appropriate.

2. When to Contact the SENCO Directly
Parents may contact the SENCO when:

- A specific SEND concern has already been discussed with the class teacher and further support or clarification is needed.
- New information or professional reports need to be shared.
- There are ongoing concerns about a child's progress, access to learning, or provision that may require SENCO oversight.
- A safeguarding concern related to SEND vulnerability needs to be raised (as SENCO is also part of the DSL team).

3. How to Contact the SENCO
To ensure queries can be managed effectively, parents should use the school's communication channels rather than approaching staff informally during busy times such as drop-off and pick-up. The SENCO can be contacted by:

- Emailing the school office, who will forward messages appropriately, or
- Emailing directly if you already have the SENCO's contact details.

The SENCO will respond within the school's standard communication timeframe of **3 working days.**

4. Meetings with the SENCO
If a conversation is needed, the SENCO may arrange:

- A phone call
- A virtual meeting
- A pre-booked meeting in school
- Attendance at a joint meeting with the class teacher or outside professionals
  This ensures discussions can take place calmly and without interruption, in line with the school's commitment to positive and constructive communication.

6. Escalation
If concerns remain after speaking with the class teacher and SENCO, parents may follow the wider communication pathway by contacting:

- An Assistant Headteacher (relevant to phase, see above), then
- The Headteacher, only when earlier steps have not resolved the issue or a whole-school matter is involved.

8. Summary of Timescales

- If you telephone or email the school with what the school feel is an urgent query, we anticipate getting back to you within with a school day
- For all other queries, we aim to respond within 3 working days, depending on the nature of the query.
- Leave of absence requests will be answered within 10 school days.
- Admissions queries are managed through the school office (Monday – Thursday) and via a dedicated email address (admissions@holyportprimaryschool.co.uk)

If we are unable to meet these timescales, we will endeavour to make you aware of the progress of your query.

9. Complaints and Resolution

Please refer to our Complaints Policy on our website or via this link Holyport Primary Complaints Policy

10. Policy Consultation & Review

This policy is available on our school website and is available on request from the school office. We also inform parents about this policy when their children join our school and regularly thereafter through our school newsletter and other relevant opportunities.

We recognise the expertise our staff build by managing parental engagement daily and we therefore invited staff to contribute to and shape this policy.