

MOORLANDS JUNIOR SCHOOL



EXTERNAL COMMUNICATION POLICY

Policy Adopted: October 2022

Policy Reviewed: September 2023

Policy to be reviewed: September 2025

Moorlands Junior School

External Communication Policy

Aims

To ensure that communications between all members of our community are clear, professional, effective timely and appropriate.

To keep all members of our community well informed.

To protect the work-life balance of staff.

External Communications

Staff

All staff are responsible for:

Responding to communication from parents in line with this policy and the school's IT and internet acceptable use policy

Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours 8am-5.30pm or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Parents

Parents are responsible for:

Ensuring that communication with the school is respectful at all times

Making every reasonable effort to address communications to the appropriate member of staff in the first instance

Respond to communications from the school (such as requests for meetings) in a timely manner

Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8am-5.30pm or during weekends or school holidays.

How we communicate with Parent and Carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email

We use email to keep parents informed about the following things:

School events/school trips

Scheduled school closures (for example, for staff training days)

School surveys or consultations

Class activities or teacher requests

Payments

Weekly newsletters

Class Dojo

Class Dojo connects the school and families through building virtual classroom communities. It enables staff to share photos, videos, announcements and celebrations as well as messaging between school and home. As with emails, staff are not expected to, and are discouraged from, checking and responding to Dojo messages outside of their working day. However, staff are encouraged to work flexibly and respond to Dojo messages in a way that suits them to balance their working hours. All staff should seek face to face communications should Dojo not be the most effective form of communication. In particular staff and families are discouraged from entering into in-depth discussions about a child's progress or well-being via Class Dojo, these are more suited to a face to face meeting.

School calendar

Our school newsletter includes a full school calendar which is updated regularly.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar and reminders will be given on Class Dojo.

Phone calls

Inbound

For safeguarding purposes we must have a minimum of 2 different contact numbers for all children.

All telephone calls will be answered by staff in the main office. It is our policy that office staff do not interrupt teaching for staff to answer a telephone call unless it is an emergency. Messages are taken and forwarded to the relevant person. If the call requires a response from a member of staff, we aim to do this within 3 working days.

Outbound

Telephone calls will be made where immediate contact with a family member is required i.e. for injuries or accidents. A member of staff will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact and so forth. In the event that no live contact can be made, the member of staff will either leave an answer phone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

Reports

Parents receive reports from the school about their child's learning, including:

An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

A report on KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress.

Meetings

We hold a parents' meeting per term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern. These meetings are a mixture of online and face to face.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

School website

Key information about the school is posted on our website, including:

School times and term dates

Important events and announcements

Curriculum information

Important policies and procedures

Important contact information

Parents should check the website before contacting the school.

Weekly Newsletter

Each Friday we send home (via email and class dojo) our weekly newsletter. This contains useful information about school or forthcoming events, an updated calendar and details of our stars of the week.

How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Email

Parents should always email the school, as the initial port of call or the class teacher via Class Dojo.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 3 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. We aim to make sure parents have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

Family emergencies

Safeguarding or welfare issues

For more general enquiries, please call the school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (moorlands.admin@trafford.gov.uk), call the school to book an appointment or contact the teacher via Class Dojo.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day for informal chats or if parents need to speak to them urgently, we recommend they book appointments to discuss:

Any concerns they have about their child's learning

Updates related to pastoral support, their child's home environment, or their wellbeing.

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

Email or call the school office on moorlands.admin@trafford.gov.uk 0161 962 5452

Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)

We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 3 working days.

I HAVE A QUESTION ABOUT ...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher. Class dojo/phone call
My child's wellbeing/pastoral support	Your child's class teacher in the first instance, then Mr Chaudhry(pastoral lead) Class dojo/phone call
Safeguarding	Designated safeguarding leads: Miss Kelly, Mrs Litten, Mr Chaudhry and Mr Gilmartin Email to school office or phone call
Payments	School office
School trips	School office
Uniform/lost and found	School Office
Attendance and absence requests	If you need to report your child's absence, call: 0161 962 5452 or email school office If you want to request approval for term-time absence, contact school office
Bullying and behaviour	Class teacher
School events/the school calendar	School office/website/newsletter
Special educational needs (SEN)	Class teacher/SENCO via school office
Before and after-school clubs	School office
Hiring the school premises	School office
PTA	Moorlandsfom@gmail.com
Governing board	School office
Catering/meals	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.