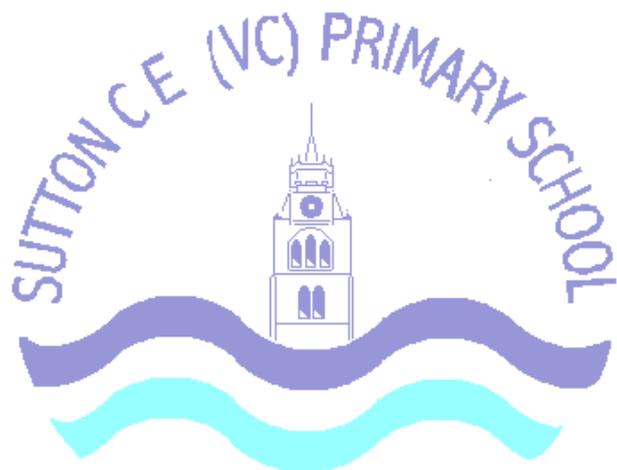




**Parent and Carer
Communication Policy
March 2026**



1. Policy Statement

At Sutton C of E VC Primary School, we recognise that effective communication between home and school is essential to supporting children's learning, wellbeing and safety. We are committed to maintaining open, clear and respectful communication with parents and carers.

All communication is guided by our **STRIVE values**:

Safety, Togetherness, Respect, Integrity, Valuing Others and Excellence.

This policy sets out how communication between home and school is managed and the expectations for all members of the school community.

2. Aims of the Policy

This policy aims to:

- Promote positive, respectful and professional communication
- Ensure parents and carers are well informed about their child's education and wellbeing
- Clarify appropriate channels of communication
- Protect staff time so that teaching, learning and safeguarding remain priorities
- Support effective partnership working between home and school

3. Methods of Communication

The school uses a range of communication methods, depending on the purpose and urgency:

- **Class doors and ClassDojo** – for day-to-day class updates, reminders and celebrations
- **Medi Tracker** – used to record accidents and injuries in school. Parents and carers will be informed of injuries through this system. It is essential that contact details are kept up to date. A telephone call will be made if the school feels it is necessary to discuss whether further medical care may be required
- **Email and letters** (via pupil asset)– for more formal or important information
- **Telephone calls** – for urgent matters
- **School website and weekly newsletter** – for key dates, notices and school news
- **Meetings** – for discussions about a child's progress, wellbeing or additional needs
- **Tapestry** - Used to share individual learning achievements in EYFS, in Paintbox, reception class and at home. In Paintbox Tapestry is also used to share weekly highlights, news and reminders and for non-urgent messages.

4. Use of ClassDojo

ClassDojo is the school's primary platform for everyday communication. Teachers aim to give 2 learning updates a week. It is used for:

- Class news and reminders
- Celebrating learning and achievements
- Non-urgent messages

ClassDojo should **not** be used for:

- Complaints
- Safeguarding concerns
- Urgent matters

- Lengthy or sensitive discussions

Staff respond to ClassDojo messages during their time in school (which is generally 8.30am – 3.30pm for TAs and 8am – 6pm for teachers) Messages sent outside of school hours, at weekends or during school holidays will be responded to on the next school day where possible. The school aims for messages to be acknowledged within **two working days**.

5. Contacting the School

Parents and carers can contact the school via:

- **Telephone:** 01353 778351
- **Email:** office@sutton.cambs.sch.uk

Teachers are teaching during the school day and may not be able to respond immediately. Urgent messages, including changes to arrangements or concerns about wellbeing, should be communicated via the **school office**, who will ensure information is passed on appropriately. Office staff may ask for a brief message if a call is made for other staff members to ensure they can support prioritise communication and direct it in the right way.

6. Meetings with Teachers and Parents' Evenings

The **class teacher** is the first point of contact for concerns relating to a child. Meetings should be arranged in advance and are confidential and focused on the child's needs.

Parents' evenings are a key opportunity for communication, and the school strongly encourages all parents and carers to book and attend an appointment as part of the school's regular communication cycle.

For children with **Special Educational Needs (SEN)**, parents will be invited to discuss **Assess–Plan–Do–Review (APDR)** arrangements as part of the parents' evening cycle. This may require an additional or extended appointment, which should be arranged with the class teacher.

We ask parents and carers to prioritise these meetings, twice a year, and to contact the office if there are extenuating circumstances. We will aim to share the dates in good time, to facilitate attendance.

7. Communication at the Start and End of the School Day

At the beginning and end of the school day, staff priority is to **ensure children are safely welcomed into school and dismissed**. These times are not appropriate for extended conversations or sensitive discussions.

Parents wishing to discuss concerns should arrange a meeting in advance. Urgent messages should be shared with the **school office**.

8. Meetings with Senior Leaders

Appointments with the **Headteacher (HT)**, **Deputy Headteacher (DHT)** or **Assistant Headteacher (AHT)** must be arranged in advance via the **school office**.

While senior leaders may occasionally be available for brief conversations, this should not be an expectation, as they also have teaching, leadership and safeguarding responsibilities during the school day.

9. Respectful Communication

The school is committed to polite, respectful and professional communication and expects the same from parents and carers. All communication should reflect the school's **STRIVE values**, ensuring that all members of the school community feel listened to and valued.

10. Minutes and Recording Meetings

Minutes and notes may be taken in a meeting to record key actions and provide a summary.

Meetings with staff are **not normally permitted to be recorded by external devices**. Any request to record a meeting must be made in advance and will be considered by the school.

Recording will only be permitted in exceptional circumstances and **with the consent of all participants**. The school reserves the right to suspend or end a meeting if these conditions are not met.

11. Complaints and Concerns

If a parent or carer has a concern:

1. They should first speak to the class teacher
2. If unresolved, they may contact a senior member of staff
3. If necessary, they should follow the school's **Complaints Policy**

12. Emergencies

Parents and carers are responsible for ensuring the school has **up-to-date contact details** at all times.

In the event of an emergency, including severe weather or school closure, communication will be made via **ClassDojo, email and the school website**.

13. Monitoring and Review

This policy will be reviewed regularly by the school leadership team and governing body to ensure it remains effective and reflects current practice.