



Langshott Primary School Communication Policy

Written March 2025

Introduction and aims

At Langshott Primary School, our goal is to create a safe and supportive environment where all pupils can thrive and learn effectively. We believe communication is key to achieving this, and we are committed to ensuring that interactions between school, families, and the wider community are always manageable and respectful.

This policy outlines the ways we communicate with parents and carers, what you can expect, and how you can reach out to us. It also sets clear expectations for our responses and explains how we handle communication in a fair and consistent manner.

How We Communicate with Parents/Carers

Parents and carers can contact us in several ways:

- **In Person:** You can speak with your child's class teacher every day at pick-up time. For longer conversations, please request an appointment.
- **Appointments:** If a more in-depth discussion is needed, email the school office to request an appointment. We aim to arrange these within 3-4 working days.
- **School Office:** For brief enquiries, you can visit Reception, call us on 01293 776341 or email the office info@langshott.surrey.sch.uk who will direct your message to the right person.
- **Website:** Our website contains a range of useful information including policies, term dates and events.
- **Special Educational Needs (SEND):** For queries related to SEND, please contact our SENDCo, Mrs Mehta, via email or through the main school number.
- **Well-being issues:** For queries relating to well-being, parenting or mental health, please contact Mrs Heard our Home School Link Worker, via the main office email.

We aim to respond to emails as soon as possible, but certainly within 48 hours if the email is received in school working hours, excluding INSET days. If we need more time to gather information, we will acknowledge your email.

Keeping emails concise will help us respond promptly.

Regular Updates and Information

- **Half-Termly Newsletter:** Sent electronically. Includes a parent information section covering upcoming events and important dates.
- **Termly Curriculum Letters:** Each term, year groups will send an overview of the topics for the upcoming term.

- **Reading Diaries / Planners:** For children in Years R-6, diaries / planners are sent home daily for parents to sign or leave comments.
- **Marvellous Me App:** Outlines rewards and feedback on learning.

Meetings and Reports

- **Parents' Evenings:** Twice a year, to discuss your child's progress, curriculum, well-being, and any concerns.
- **Additional Meetings:** We may contact you to arrange meetings if we have concerns about your child's progress or well-being.
- **Foundation Stage and Test Information:** Meetings for new Foundation Stage parents are held in July and we hold specific sessions or send letters for other year groups about national tests and other important events
- **Reports:** A one page A4 report is sent home in the Autumn and Spring Terms, a more detailed report on your child's progress in all subjects is sent out in the Summer Term.
- **Coffee Mornings:** Regular informal meetings for parent/carers to discuss wellbeing and SEND issues are held regularly.
- **Book Looks:** Once a term.

Support for Additional Needs

For children needing extra support in relation to their additional needs or disabilities, we schedule regular meetings to keep parents informed. Parents and children are encouraged to be part of the decision-making process from the beginning, sharing their views and feedback at review and consultation meetings.

Annual Review Meetings for children with an EHC Plan take place yearly to assess progress and update the plan as necessary.

Rewards Communication

Certificates, Marvellous Me Awards, Headteacher Awards and STARS points will be used to share good news about your child's behaviour, progress, or achievements.

Consequences Communication

Notes in the Planner, Behaviour Reflection Sheets, emails and / or phone calls, will be used to share news when your child has not met our high expectations of behaviour or work.

There is more information in our Behaviour policy.

Unacceptable Behaviour and Communication by parents/carers and adult visitors to the school

To maintain a respectful environment, we do not tolerate:

- Physical aggression or intimidation
- Shouting, swearing, or using offensive language
- Threatening or derogatory comments about staff or pupils, including via text, email, or on social media
- Disrupting school activities or covertly recording conversations
- Sending a high volume of communications to school staff which require excessive or unreasonable amounts of time to respond to. There has to be an understanding that the child is one of 420 in the school and one of 30 in a class.

This list is not exhaustive but highlights the types of behaviour that does not belong in our school community.

Consequences of Unacceptable Behaviour

If such behaviour occurs, we will:

1. Ask the individual to leave school premises if on site.
2. Contact the police where necessary.
3. Gather information and take appropriate action, which could include:
 - A verbal or written warning
 - Conducting meetings with a second person present
 - Implementing a communication plan for future contact which may include establishing a dedicated email address and key points of contact
 - Banning the individual from the school site
 - Seeking legal advice if necessary

Monitoring and Review

The Headteacher will monitor the effectiveness of this policy and review it every 3 years, with approval from the Governing Board.