



Bournmoor Primary School

Communications Policy

Date for Review October 2026
Headteacher: Mrs Snowdon
Chair of Governors: Mrs Bell

Introduction:

Communication is vital to having good, positive relationships. We encourage mutual respect between all staff, pupils and visitors who are asked to listen to the views of others, express their opinions in a courteous, polite manner and work together for the benefit of the school and our community. We feel that this supports children to fulfil their potential.

Effective communication is important in our Rights Respecting School. We communicate with a diverse range of people inside and outside of school and across a wide range of ages and abilities. We believe that good communication with home is essential and children achieve more when school and parents/carers know what the school is trying to achieve and work with the school to achieve this.

Our aim to promote high quality communication through:

- Seeking to overcome any barriers to communication
- Avoiding giving too much information that does not provide a clear message
- Seeking the views of stakeholders and taking into consideration when decision making
- Promoting openness and honesty in our Rights and Respecting school
- Being honest, respectful and courteous and expecting similar behaviours in return
- Encouraging parents/carers to share any issues about their child at the earliest opportunity
- Ensuring parents let us know before 9.15am each day if their child is absent and providing a reason

How we communicate with parents:

- We provide monthly newsletters to parents/carers which also is uploaded to our school website www.bournmoor.durham.sch.uk
- We can communicate with parents via face to face discussion, texts, letters or emails and they in turn can use these methods to talk to staff
- We have formal Parents' Evening each term (3 times per year) which allows parents a chance to discuss their child's attainment and progress
- Each child receives a written end of year report in July
- At the start of the academic year parents/carers can access a curriculum summary on our website which provides details of the learning for the forthcoming year
- We invite parents to share in their children's learning and support them through a range of homework/suggested activities
- Helpful guides for curriculum learning are available on our website for parents to support learning at home
- We offer a text messaging system for parents/carers and request that parents keep us updated with new mobile phone numbers so we can include them
- Administration staff check regularly for 'failed' text messages and are pro-active in seeking new mobile numbers from parents/carers
- We text messages to 'additional parents' for separated parents and also grandparents who are significant carers
- Each class delivers their own assembly once a year to parents/carers so family members can learn about the child's experiences in school
- We send letters home to parents/carers regarding issues that directly relate to their child i.e. forthcoming trips or visitors in school
- We also send home letters to each home regarding more general issues that affect each child i.e. e-safety information or upcoming school clubs
- We send out text reminders as well as letters/newsletters to prompt parents/carers

What parents can expect from our communications:

- We try to make our written communications as accessible and inclusive as possible.
- We use an easy-to-read font and add pictures and coloured photographs where possible
- We aim to avoid bias, stereotyping or any form of racial discrimination in our communication
- We aim to communicate respectfully both verbally and in written form
- We share our values and aims through keeping every stakeholder well informed about school life
- We share information on a need-to-know basis and follow data protection guidelines
- We know that children who transfer to other schools, for example Year 6 moving into Year 7, require school to provide a view of the whole child including national test results, strengths and development areas, interests and areas of responsibility.

When communicating with parents we:

- Try to have a discussion with the parent using the method most available to them i.e. face to face contact, telephone or text
- Are polite, calm and respectful and expect that parents are also the same
- Do not weaken our professional position by responding with what the parents/carers may feel they want to hear rather than what we know to be right
- Are sure of the information we give out regarding pupil's events and procedures and keep the facts specific whilst protecting the identity, as needed, of others involved
- Expect parents to respect the rights of others to confidentiality
- Ensure parents/carers who require support with completion of forms/logging onto Parent Pay etc are welcomed into school and offered assistance

Expectations in our communications with parents:

All staff have the right to be treated with dignity and respect. They should not have to endure abusive, disrespectful or threatening behaviour. Parents are in the vast majority of cases courteous and respectful. Where this is not the case then the parent may be asked to stop communicating with the staff member and discussion will be terminated. The school may continue to communicate with the parent but this could be in another form for example through a letter. Staff will not respond to any correspondence which is abusive or threatening. In such cases we will write to the parent/carer and explain that it is not our policy to reply to such communications. We will suggest they communicate in a more acceptable manner so we are able to respond. Our Complaints Policy has a section which notes how we deal with vexatious complaints (a copy is available on our school website).

How we communicate within school

- Weekly staff meetings
- Pupils own assemblies, written and presented by them on issues that interest them
- Informal staff meetings
- Email
- Training and sharing of good practice within school
- Completing of correct paper work to share information with those directly concerned e.g. safeguarding forms
- Sharing of good news in school e.g. Headteacher's Awards, Achievement Assembly
- Moving of a child's peg for visual communication

Documentation to support communication (not an exhaustive list):

- Our Home/School Agreement
- Anti-Bullying Policy
- Behaviour Policy
- Special Educational Needs Policy
- School Marking Policy
- School reports
- School Prospectus
- Curriculum summaries
- Equality Policy
- Safeguarding Policy
- Online Safety Policy