



PARENT COMMUNICATION POLICY 2026-2027

That all may have life - life in all its fullness

Our Mission Statement

The aim of our school is excellence in education in accordance with the teachings of the church.

We recognise that everyone is unique and has something to offer and we seek to develop each child's potential in a learning community where all are respected. We want every child to achieve and experience success.

Working in partnership with children, their parents, our parish and the wider community, we promote Christ's teaching as found in the Gospel so that 'all may have life, life in all its fullness'.

We aim to ensure this is done by;

- Praying together
- Living and working together as a loving, caring and forgiving community
- Valuing the experience and diversity of every person in our community
- Encouraging the children to achieve of their best – mentally, emotionally and spiritually
- Helping all in our community to experience the joy of learning and working together

Our school has many lines of communication to maintain with parents and carers, with other schools, with the community, with outside agencies, and within the school. Good communication between the school and the home is essential, and children achieve more when schools and parents work together and in partnership.

In our school we aim to have clear and effective communications with all parents and with the wider community.

Our school aims to ensure all communications are:

- clear
- comprehensive
- two way
- timely
- respectful and Responsible

We aim to communicate with parents and the school community in the following ways:

- Electronic Information – school website and email and text message services via Parentmail
- Written Information - Policies, letters and newsletters
- Telephone Communication
- Informal/formal meetings

Electronic communication:

Our school website contains policies, newsletters and term dates, class organisation information, curriculum information and school management information.

Parents can contact school via email. Our email address is sao@stmargaretclitherow.greenwich.sch.uk. All emails are treated with full confidentiality and will be forwarded to staff as appropriate. We will respond to parents' emails within 10 working days (during term time).

Parents may also contact their child's teacher via the office email address. Parents should be aware that communication in this form will not receive an immediate response as all staff have full time teaching commitments. Staff will endeavour to respond within 48 hours during the working week (8.30am – 5.30pm) and are not expected to reply at weekends. Parents should be aware that if the communication is urgent or a child protection and safety issue they contact the school by telephone.

Written information:

As a school we try to be as paperless as possible and send the majority of our communication via Parentmail. we send:

Information about school events and activities sent out to parents as necessary – some may require a Forms to be completed and returned to school.

Trip letters will be sent out with adequate notice and will contain any relevant information (e.g. lunch / clothing requirements) as well as information linked to consents and voluntary contributions via School money.

A calendar of school events will be produced at the start of each term and communicated via the school Newsletter and on the school website.

A Home-School agreement charter is available which outlines key expectations, roles and responsibilities in partnership working.

Children may come home with a note about a minor injury treated with first aid. If staff have serious concerns regarding injury or bumps to the head, parents will be contacted immediately.

Individual letters/information may be sent home when the school is responding to the requirements of the behaviour policy, SEND policy, Reading and school uniform. This may also be sent in response to communication from parents asking a specific question or raising a concern. The importance of this will be judged and responded to by letter, phone or meeting within an appropriate time frame.

From parents/carers to school:

Letters can be handed into, or posted to, the school office. As with emails all letters will be treated with full confidentiality and distributed to the member of staff addressed. Please note all letters should specify the member of staff to whom the query is addressed. Please let the office staff know if the letter contains information about your child which you would like the class teacher to receive urgently.

Telephone communication:

Parents are asked to contact the school by phone if their child is unwell. This will be picked up by answering machine prior to 8.30am. Please leave a verbal message detailing the nature of illness.

If you would like to speak with a member of staff directly we ask parents to phone the school on 0208 310 1699.

Parents are welcome to speak to the Head Teacher by making an appointment via the school office.

The school will telephone parents if their child is unwell or has a serious accident in school.

The class teacher or Head Teacher may phone the parents to discuss a concern if they have been unable to see the parent at the end of the day.

Informal/Formal Meetings:

If necessary parents can visit the school to ask questions, gain support or to have the opportunity to talk about their child/home issues with the Head Teacher. Parents are asked to phone the school office on 0208 310 1699 to make an appointment.

The Head Teacher is regularly available at the school gate at the start and end of the day to speak with parents.

The office staff are available to accept daily information/messages from parents and pass it along to teachers where necessary.

At the end of the school day, teachers are available to discuss matters of the day with parents. Please allow the teacher to dismiss the children first. They may ask parents to come inside for a discussion, or a parent may at this time approach the teacher to discuss something. The teacher will assess whether they can deal with it instantly or whether they will need to book an appointment for another time. This may be because the teacher has another commitment straight after school. Parents are asked not to approach teachers to discuss their child if they meet them outside of school as this does not allow for confidential discussion.

Communication with Governors

Governors may be contacted the school via email or written communication through the school office. All communication will be forwarded to the Chair of Governors who will respond within 10 working days. The name and duties of governors is on the school website.

Safe working practices

We aim to work closely with parents to support all children, and good working relationships are vital and constituent parts of this work, therefore we politely request that all communication remains civil.

It should be noted that all communications should be professional and polite. Governors may be asked to intervene if staff receive communication that is threatening or abusive.

Vexatious Communication Policy

Purpose of this Policy

At St Margaret Clitherow Primary School, we aim to work in partnership with parents, carers, and the wider school community. We are committed to open, respectful, and constructive communication. This policy outlines how we will manage situations where communication becomes unreasonable or vexatious

What is Vexatious Communication?

Vexatious communication is when a person repeatedly behaves in a way that is unreasonable, persistent, or harassing in their contact with the school. This can include:

- Making the same complaint or request over and over, even after it has been addressed
- Using rude, aggressive, or abusive language in emails, phone calls, or meetings
- Demanding responses within unreasonable timeframes
- Refusing to accept decisions made by the school
- Contacting multiple staff members about the same issue in an attempt to get a different answer

How We Will Respond

We will always try to work positively with parents and carers, even in difficult situations. However, if communication becomes vexatious, we may take the following steps:

- **Issue a polite warning** explaining that the behaviour is not acceptable
- **Limit communication** to one staff member or a set time frame
- **Stop responding** to repeated or unreasonable communications
- **Request communication in writing only**
- **Report serious incidents** (e.g. threats or abuse) to the appropriate authorities

If a parent or carer disagrees with a decision made under this policy, they may request a review by the Governing Body.