Brookland Federation

'Brookland Infant & Nursery School'
'Brookland Junior School'

Communication Policy

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Approved by: The Brookland Federation Governing Board	
Next review due by: September 2027	

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1. Rationale

Communication is the key to the smooth running of any organisation. With this in mind this policy will set out the main ways in which the school communicates with parents, guidelines for communication and contact between parents.

For this policy the term parent covers any adult who has a legal responsibility and duty of care for a child in the school

2. Methods of communication

Contact from the school to parents is made via various media. The main sources of communication are:

- Email - Via Arbor or the class email
- Text Message - Via Arbor
- Phone Calls
- Face to face discussions, including two parent consultations as well as informal discussion throughout the year
- Social Media – Instagram
- A written annual report on your child's academic progress
- Weekly newsletters
- Letters - As required letters are sent home either via email, via children or via Royal Mail. Attendance warning notices in line with school policy are also sent in the post or via a read-receipt email.

The school endeavours to send the majority of communications electronically.

Parents can contact the infant school via the office, telephone on 01992 629 485 and email via on admin@brooklandinfants.herts.sch.uk

Parents can contact the junior school via the office, telephone on 01992 624 487 and email via on admin@brooklandjm.herts.sch.uk

When a message is received from a parent or carer the school will endeavor to respond within a 48 hour period from the initial contact during the working week (Monday-Friday 8:30am-4pm). Emails will not be routinely responded to during weekends or school holidays or during break and lunch times.

In the first instance, parents should make contact with their child's class teacher via the class email.

The school's policy is that this will then be escalated (if necessary) through a member of the senior leadership team, then the Head of School. The Executive Headteacher will always be the final option in this process. There may, on exception, be incidents that require the involvement of the Executive Headteacher, for example but not exclusively in the case of Safeguarding.

If you ask for a member of the headship team, you may be asked who your concern is regarding and then be re-directed to the correct person to help you.

3. Discussions regarding behaviour incidents

On occasion, the school may talk to parents about behaviour incidents involving their child and others. In these circumstances, the school will only divulge information regarding your child. Consequences and actions taken regarding other children will not be discussed. The school will explain what they are doing to support your child going forward.

4. Parent to Parent contact

Parents should avoid dealing with issues between their children personally, any concerns should be reported to the class teacher and then follow the school policy appropriately.

5. Contact with other people's children

At no point is it appropriate for parents to make contact with other children unless expressly authorised by said child's parent (for example a pre-arranged collection agreement). The school will act accordingly if they feel a child has been approached by an adult in these circumstances. All parties will be informed of this concern and an investigation will be undertaken by the Headteacher.

6. Parents demonstrating abusive behaviour

Section 547 of the Education Act 1996 School stipulates that premises are private property and parents are granted permission from the school to be on school premises. However, in case of verbal, physical or emotional abuse or threats to staff, pupils or other parents or any other stakeholder, school may ban parents from entering the school. It is also an offence under section 547 of the Education Act 1996 for any person (including a parent) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned. School is not responsible for organising arrangements for children in the above circumstances. Parents will need to provide alternative arrangements for dropping off and collecting children from school.

7. Types of behaviour that are considered inappropriate and unacceptable and will not be tolerated towards any member of the school community:

This is **not an exhaustive list** but seeks to provide illustrations of such behaviour:

• Shouting, either in person or over the telephone

• Inappropriate posting on social networking/media sites which could bring the school into disrepute or be deemed as bullying, including naming the school or members of the school community, including in class whatsapp groups

• Speaking in an aggressive / threatening / intimidating tone

- Writing in an aggressive / threatening / intimidating tone
- Physically intimidating, e.g. standing very close
- The use of aggressive hand gestures / exaggerated movements
- Physical threats and shaking or holding a fist towards another person
- Swearing
- Pushing, hitting e.g. slapping, punching, kicking or spitting
- Racist, sexist, homophobic comments including sexual innuendo

8. Complaints

The school complaints procedure is clearly noted on the website with the policy attached and should be referred to if there are any concerns that parents feel have not been dealt with.