Manor Schools - The Federation of Manor Infant School & Manor Junior School
INCLUDING RESOURCED PROVISION FOR DEAF CHILDREN

Parent/Carer Communication Policy

Created by: H. James

Responsibility: C Findlay

Reviewed by: Full Governing Body and Staff

Last Review: Autumn 2026

Next Review Due: Autumn 2027

This policy should be read in conjunction with other key documents including:

- Complaints Procedure
- Confidentiality Policy
- Home/School Agreement
- Positive Behaviour Management Policy
- Safeguarding Policy
- School Data Protection Policy

For the purposes of this policy, 'parents and carers' includes anyone with parental responsibility and those caring for a child where appropriate.

1. Aims

At Manor Schools, we believe that clear, open communication between staff, children, parents and carers is essential. It gives parents and carers the information that they need to support their child in school and helps to build a strong partnership between us.

This Communication Policy sets out the methods of communication available to parents and carers for contacting the school and what they can expect when they get in touch. It also outlines our expectations from parents and carers when visiting our school or communicating with staff.

2. Our approach to communication with parents and carers

Manor Schools use a range of methods to communicate with parents and carers, depending on the nature and urgency of the information being shared. These include email, telephone calls, letters, newsletters, the school website, Tapestry (Year R only), Parents' Evenings, PLP/ISP meetings and face-to-face conversations.

Parents and carers are responsible for ensuring that the school holds up-to-date contact information and for regularly checking the communication channels used by the school.

We recognise that conversations about children can sometimes involve strong feelings or concerns. We are committed to communicating openly, respectfully and professionally with parents and carers and ask that communication with school staff follows the same principles.

We aim to work together in children's best interests, addressing questions, concerns and misunderstandings constructively and at the earliest opportunity.

Please note that we will only communicate with parents and carers about their own child who attends Manor Infant School or Manor Junior School. Requests to raise a concern on behalf of another parent or carer will be declined, as will be requests for information on another child. Furthermore, if your child has been involved in an incident with another child at school, we are not able to provide the other child's name or any information about them. This is to protect all parties involved.

3. When parents and carers can expect communication from their child's class teacher

Class teachers will be in contact with parents and carers when necessary. They will contact you via telephone, email or in person as appropriate. Year R teachers may also contact you via Tapestry. Your child's class teacher will contact you if he/she:

- Wants to discuss your child's learning or behaviour
- Has concerns about your child's wellbeing
- Has a positive message that they want to share with you about your child's day at school

You might also be contacted by another member of school staff for these reasons.

There will be a chance to speak with your child's class teacher at Parents' Evenings in the Autumn and Spring terms. In the Summer term, you will receive an end-of-year school report written by your child's class teacher.

Conversations on the door

We value positive day-to-day communication between families and school staff. Brief messages may be passed on to your child's class teacher via a member of staff on the door at the start of the school day. Teachers are also usually available to receive brief messages or answer simple queries on the door at the end of the school day. However, at this time, staff are responsible for supervising pupils and ensuring their safe collection. Staff also often have other duties (such as clubs or meetings) immediately after school. As a result, teachers are not usually available for longer discussions at collection time.

If a parent or carer would like to discuss any matter requiring a more detailed conversation, they should contact the teacher by email to arrange a mutually convenient appointment as detailed in the Communication Procedure below. This helps ensure that discussions can take place in a private setting, with sufficient time for all parties to be heard and supported.

4. Accessibility and additional communication needs

We want communication with school to be accessible to all parents and carers. If you have a disability, communication need or difficulty accessing written or spoken English which makes communication with the school more difficult, please contact Lucy Hoggan, our Family Support Worker. We will work with you to identify appropriate reasonable support or alternative methods of communication.

5. Communication Procedure for parents and carers

Many concerns or queries can be quickly resolved by talking to the most appropriate person first. The flow chart below outlines who this is and how to contact them. **For anything else, please contact the School Office, who will put you in touch with the most relevant person.**

<table>
<tr><th>Concerns and queries related to your child's learning</th><th>Concerns and queries related to your child's emotional wellbeing or behaviour</th><th>Concerns and queries related to Special Educational Needs and Disabilities (SEND)</th><th>Concerns and queries related to family life e.g. sleep, routines, behaviour, anxiety or financial worries</th><th>Concerns relating to staff or safeguarding concerns</th><th>School administration queries (including absence, school dinners and trips) or urgent concerns and queries</th></tr>
<tr><td colspan="3">Please raise your concern with your child's class teacher in the first instance via email or by arranging an appointment. Brief conversations are sometimes possible at collection time, however if you require a longer conversation, please arrange a suitable time via email (please see Section 3 above). Email addresses can be found below in Appendix 1.</td><td rowspan="3">Please contact our Family Support Worker, Lucy Hoggan.
l.hoggan@manorfed.school</td><td rowspan="3">Please contact the Headteacher, Mrs Findlay.
c.findlay@manorfed.school

For safeguarding concerns, you can also use the DSL email address which is monitored by all DSLs at the school:
dsl@manorfed.school

If you have an urgent concern about a child's safety, please telephone the School Office and/or call 999 as appropriate.</td><td rowspan="3">Please contact the School Office.

Manor Junior School:
01252 544072

Manor Infant School:
01252 543348

For pupil absence/medical appointments please email:
school@manorfed.school

For any other enquiries please email:
adminoffice@manorfed.school</td></tr>
<tr><td>If you remain concerned following the step above, please get in contact with the Deputy Headteacher, Mrs James (Juniors) or Miss Potter (Infants).
h.james@manorfed.school
k.potter@manorfed.school</td><td rowspan="2">If you remain concerned following the step above, please get in touch with the Deputy Headteacher, Mrs James (Juniors) or Miss Potter (Infants), or the Headteacher, Mrs Findlay.
h.james@manorfed.school
k.potter@manorfed.school
c.findlay@manorfed.school</td><td>If you remain concerned following the step above, please get in contact with the SENDCo, Miss Dakin.
c.dakin@manorfed.school</td></tr>
<tr><td>If you remain concerned following the steps above, please get in contact with the Headteacher, Mrs Findlay.
c.findlay@manorfed.school</td><td>If you remain concerned following the steps above, please get in contact with the Headteacher, Mrs Findlay.
c.findlay@manorfed.school</td></tr>
</table>

6. Staff availability and timescale for responses

For all email communication, staff will endeavour to respond within **5 working days**. If it not possible to provide a full response within this time, you will be contacted with a revised timescale.

Staff will respond to communication during their usual working hours. Parents and carers should not expect staff to respond to communication outside of these hours, or during school holidays. Outside of teaching hours, all staff have additional duties which they perform either before school, during break/lunch or after school, so availability of staff outside of teaching hours should not be assumed. Teachers and LSAs are not available during teaching hours to respond to emails or telephone calls. Please be aware that the Headteacher, Deputy Headteachers and SENDCo are also often unavailable during the school day and therefore may not be able to meet with you unless you have prearranged an appointment. Please contact the School Office, or use the direct email addresses provided above, if you would like to arrange a time to speak with one of us. Please note that it is not appropriate to speak to staff about matters concerning the school or your child if you see them outside of school.

7. Formal complaints

If parents are considering making a formal complaint, they should first read our Complaints Policy. However, other forms of communication can often help in resolving issues and we encourage parents to use these options (as outlined in the Communication Procedure above) in the first instance.

8. Social media

Manor Schools will not respond to any communication or concerns raised on social media. Please use the options provided in the Communication Procedure above.

9. Written communication and the use of Artificial Intelligence (AI) when communicating with school

We ask that written communications with the school:

- are concise, factual and relevant to the matter being raised;
- use respectful and constructive language;
- avoid unnecessary or disproportionate demands;
- do not rely upon legal references, policies or quotations without checking that they are accurate and relevant; and
- follow the school's Communication and Complaints Procedures and Policies.

We recognise that parents and carers may choose to use Artificial Intelligence (AI) tools to help them draft, translate or structure communications with the school. Used appropriately, these tools can support accessibility and help parents and carers communicate their views clearly. We do not prohibit the use of AI when contacting the school. However, parents and carers remain responsible for the accuracy, relevance and tone of any communication sent in their name. We ask parents and carers to check AI-assisted correspondence carefully before sending it and to ensure that it accurately reflects their own concerns, experiences and desired outcomes.

Parents and carers should also take care not to enter confidential information, personal information about other children or families, or sensitive school information into publicly available AI tools.

Where lengthy or complex AI-generated correspondence makes the central concern difficult to identify, the school may ask the parent or carer to summarise the key issue and the outcome they are seeking. Where appropriate, the school may suggest a telephone call or meeting as a more effective way of resolving the matter.

If the school uses AI tools to assist with drafting communications, a member of staff will remain responsible for checking the accuracy, appropriateness and tone of the communication before it is sent. AI will not replace professional judgement when responding to individual concerns.

10. Unacceptable behaviour and communication

There are some forms of behaviour and communication from parents and carers that the school considers unacceptable.

These include:

- Physical aggression or intimidation

- Shouting
- Swearing or using threatening or offensive language, including prejudicial language about a protected group or characteristic as defined by the Equality Act 2010
- Posting defamatory, offensive or derogatory comments about the school, staff or children on social media
- Sending multiple emails regarding the same matter over a short period of time without waiting the required time for a response (please see 'Staff availability and timescale for responses')
- Continuing to raise the same issue despite it already having been addressed by the school
- Disrupting, or threatening to disrupt, school operations or events
- Breaching or not conforming to the school's security or safeguarding procedures
- Recording phone calls or meetings with staff without this being discussed and agreed in advance
- Other behaviour which is threatening, disrespectful or offensive

Action that may be taken by the school as a result of unacceptable behaviour and communication:

- In the first instance, if the unacceptable behaviour has occurred on site, the school will ask the parent to desist and/or leave the site. The police will be contacted if this is deemed necessary.
- The school will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.
- If unacceptable behaviour is considered to have occurred, the parent or carer will receive a phone call and/or notification in writing that his/her behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.
- A warning letter or immediate ban from the school site may be issued.
- The police will be contacted where behaviour is criminal in nature.
- The school may seek advice from the local authority's legal team regarding further action.

The school will always seek to respond to any incident in a proportionate way. The final decision for how to respond to any unacceptable behaviour and communication rests with the Headteacher and, where necessary, the Governing Body.

Appendix 1 – staff email addresses

Mrs Findlay (Headteacher): C.Findlay@manorfed.school
Miss Dakin (SENDCo) C.Dakin@manorfed.school
Mrs Hoggan (Family Support Worker) L.Hoggan@manorfed.school

School Office:
For pupil absence/pupil medical appointments: school@manorfed.school
For any other enquiries: adminoffice@manorfed.school

Infant Teaching Staff:
Miss Potter (Deputy Headteacher): k.potter@manorfed.school
Mrs Chantler – Year R Hedgehogs: A.Chantler@manorfed.school
Miss Scott - Year R Rabbits: K.Scott@manorfed.school
Miss Wynn - Year 1 Owls: l.wynn@manorfed.school
Miss Rees - Year 1 Badgers: L.Rees@manorfed.school
Miss Vaughan - Year 2 Woodpeckers: S.Vaughan@manorfed.school
Miss Brooks - Year 2 Foxes: A.Brooks@manorfed.school

Junior Teaching Staff:
Mrs James (Deputy Headteacher): H.James@manorfed.school
Mrs Kingshott - 3K (Mon-Thurs): S.Kingshott@manorfed.school
Mr King - 3K (Thurs-Fri): E.King@manorfed.school
Mrs Mawer - 3M: S.Mawer@manorfed.school
Mrs Coburn - 4C: D.Coburn@manorfed.school
Miss Eade - 4E: J.Eade@manorfed.school
Mr Polley - 4P: D.Polley@manorfed.school
Miss Henderson - 5H: L.Henderson@manorfed.school
Miss Torbet - 5T: S.Torbet@manorfed.school
Mrs de la Hoyde - 5Q (Mon-Wed): S.DeLaHoyde@manorfed.school
Mrs V Brown 5Q (Wed-Fri): V.Brown@manorfed.school
Mrs Blissett - 6B: M.Blissett@manorfed.school
Mrs Hastings - 6H: J.Hastings@manorfed.scool
Mr Gunn - 6L (Mon-Wed): A.Gunn@manorfed.school
Mrs C Brown - 6L (Wed-Fri) -: C.Brown@manorfed.school