



Brackley Church of England Junior School

'We are a Caring, Celebratory, Courageous, Christ-inspired, Community rooted in Love.'

Communication Policy

Policy Ownership	Headteacher
Statutory Requirement	No
Date reviewed by committee	June 2026
Adopted by Full Governing Body	
Policy Review Date	June 2028

"Life in all its fullness"

Brackley Church of England Junior School

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Our Commitment

At Brackley Junior School, we believe that strong partnerships between home and school are essential to helping children thrive. We value open, honest and respectful communication and are committed to ensuring parents and carers can easily contact the school when they need information, support or advice.

We aim to respond to concerns promptly, work together to resolve issues and maintain positive relationships based on mutual respect.

Whilst parents are encouraged to contact the class teacher in the first instance, the Headteacher maintains an open-door approach and welcomes communication from parents and carers whenever support is needed.

Contacting School

Parents and carers can contact the school through:

- Email
- Telephone
- Brief face-to-face conversations at drop off and pick up times
- Face-to-face meetings (by appointment)

Staff email addresses will be shared with parents and carers through Class Dojo and included in class newsletters. Staff email addresses will not be published on the school website. Class teachers will not respond to private messages on Class Dojo.

Who Should I Contact?

Class Teacher

The class teacher is usually the best first point of contact regarding:

- Learning and progress
- Behaviour
- Friendships and social concerns
- Minor pastoral issues
- Classroom routines and organisation

School Office

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The school office should be contacted regarding:

- Absence reporting
- Medical appointments
- Collection arrangements
- Trips and visits
- Payments
- School meals
- Clubs
- General administrative enquiries

Headteacher

Parents and carers are welcome to contact the Headteacher directly if:

- A concern remains unresolved after speaking with the class teacher
- The matter is particularly sensitive or complex
- Senior leadership support is required

Parents and carers are welcome to contact the Headteacher directly. However, where appropriate, parents may be directed back to the class teacher if the matter is best resolved by the member of staff most closely involved.

Concerns and Complaints

Most concerns can be resolved quickly through open communication with the relevant member of staff. We encourage parents and carers to raise concerns as early as possible so that they can be discussed and addressed informally.

In the first instance, concerns should normally be raised with the class teacher. If the matter remains unresolved, parents and carers may contact the Headteacher.

Where a parent or carer wishes to make a formal complaint, they should refer to the school's Complaints Policy, which is available on the school website. The Complaints Policy outlines the formal stages of the complaints process and the timescales involved.

The school will always seek to resolve concerns informally wherever possible before progressing to the formal complaints procedure.

Response Times

Staff will aim to acknowledge or respond to emails and messages within two working days.

Staff will endeavour to respond sooner where possible.

Emails received after 5.00pm will be treated as having been received on the next working day.

In some cases, staff may need additional time to investigate a concern. Where this is necessary, an acknowledgement will be sent and a timescale for a full response provided.

Staff Working Hours

Staff are not expected to read or respond to emails:

- After 5.00pm
- At weekends
- During school holidays
- During periods of absence

Parents and carers should not expect an immediate response outside normal working hours.

Urgent or Same-Day Messages

Email should not be used for urgent or same-day messages.

Examples include:

- Changes to collection arrangements
- Absence notifications
- Medical information required that day
- Emergency messages

These should be communicated directly to the school office by telephone.

Respectful Communication

We ask that all communication between home and school remains respectful and courteous.

We understand that parents may occasionally feel frustrated or concerned; however, all communication should remain professional and constructive.

The following are not acceptable:

- Swearing or offensive language
- Personal insults
- Aggressive or threatening language
- Discriminatory comments
- Unfounded accusations
- Repeated vexatious correspondence (for example, sending multiple emails raising the same issue after a response has already been provided)
- Harassment of staff

The school reserves the right to end correspondence, restrict communication channels or implement a communication agreement where communication becomes unreasonable or abusive.

Abuse of staff will not be tolerated.

Social Media

Parents and carers are encouraged to raise concerns directly with the school rather than through social media platforms.

School staff will not engage in discussions about individual pupils, families or school matters through personal social media accounts.

Parents and carers are reminded that concerns raised on social media cannot be investigated or resolved effectively and may lead to misunderstandings where the full context is not available.

Meetings

Where a matter is complex, sensitive or requires detailed discussion, staff may suggest a telephone call or face-to-face meeting rather than continuing lengthy email correspondence.

Meetings can be arranged through the school office or directly with the relevant member of staff.

Copying Multiple Members of Staff

To ensure clear communication and avoid duplication, parents and carers are asked to contact the most appropriate member of staff in the first instance and avoid routinely copying multiple members of staff into correspondence unless necessary.

Confidentiality and Record Keeping

Emails, messages and other correspondence may form part of the school's records.

Communication may be shared with relevant members of staff where necessary to support pupils, investigate concerns or fulfil the school's safeguarding and legal responsibilities.

Staff Absence

Where a member of staff is absent, responses may take longer than usual.

Urgent matters should be directed to the school office or the Headteacher.

Working Together

Our shared aim is always to achieve the best outcomes for children.

By communicating openly, respectfully and promptly, we can work together to ensure every child feels supported, safe and successful during their time at Brackley Junior School.