

TRIANGLE C OF E PRIMARY SCHOOL

MISSION STATEMENT

‘Stand firm in the faith; be courageous, be strong. Do everything in love.’

Communication Policy

Autumn 2025



Approved by: Chair of Governors **Date:** Autumn 2025

Last reviewed:

Next review due: Autumn 2026

1. Aims

The primary aim of Triangle C of E Primary School is that every member of our school community feels valued, respected and that each person is treated fairly. We are a caring community, whose vision centres around treating people with care, kindness and compassion.

We aim to provide:

- A supportive and caring environment to promote the wellbeing of pupils, staff and families.
- An inclusive high-quality teaching and learning environment.
- A positive impact within the wider community through our relationships with our families and partnerships.
- Wider experiences and opportunities for pupils to be successful and prepared for their next steps and their future lives.

2. Relevant Policies

- Complaints Policy
- School Equality Statement
- Staff Code of Conduct
- Communication Protocols (June 2025)
- E-Safety Policy
- Data Protection Policy

3. Introduction

At Triangle C of E Primary School we strive to build strong relationships with parents, carers and visitors. This helps create a stimulating, happy and safe learning environment and provides all our pupils with the opportunity to achieve their personal best. The support, trust and co-operation of parents is fundamental to the continued success of our school.

All members of the Triangle C of E Primary School community have the right to always work without fear of abuse or violence. This Communication Policy outlines the way everyone is expected to act whilst on school premises or virtually, as well as further detailing the type of behaviour which will not be tolerated. All employees of Triangle C of E Primary School are required to always demonstrate the highest possible professional standards.

- Deal with all pupils, fairly and consistently
- Communicate with all parents and visitors with professional courtesy
- Be aware of and conform to all safeguarding routines in the school
- Always uphold the professional integrity of the school and teaching profession

Our staff come to work to educate and support our pupils and we believe it is important for everyone involved with school life to communicate in a respectful and productive manner, whether in person, on the phone, or online. In this way, staff, pupils, parents, carers and members of the public always behave respectfully to each other, which helps to promote the most constructive working and learning environment.

Triangle C of E Primary School therefore asks parents, carers and visitors to:

- Positively support the vision and values of the school by setting a good example in their speech and behaviour (including online) towards all pupils, staff members and other adults.
- Work constructively with staff members to resolve any issues of concern, including clarifying specific events to bring about a positive resolution.
- Always communicate (by telephone, email, or in meetings) in a constructive and respectful manner.
- Refrain from communicating in a manner which could be perceived as threatening or unreasonable.
- Work alongside the school to support their child's behaviour where necessary, understanding and accepting that a behaviour policy is fundamental and necessary to a safe and purposeful learning environment – this policy (and consequences outlined within) apply to ALL pupils.
- Make reasonable requests for meeting times and not demand to see any member of staff without a prior appointment. (We will always try to arrange a meeting or phone call as soon as possible, but do have many commitments, including teaching, throughout the day and we would ask that you understand and respect this).
- Agree to meet with the member of staff who is identified or delegated by the Headteacher, in the event of a dispute or disagreement. (N.B. The member of staff will be commensurate with the stage and scale of the concern and we will not accept demands to communicate with a particular individual).
- Make every effort to positively promote the school to the wider community and not publicly undermine the school or the implementation of school policies or publicly manifest complaints or criticisms online, on social media platforms (e.g. WhatsApp / Facebook) or in public forums.

Whilst we welcome feedback and regularly consult with a range of stakeholders in making key decisions, ultimately the school has to make decisions in good faith, which we deem to be in the best interests of our pupils. Whilst it is never our intention to disappoint, it is not always possible to secure agreement or consensus (and schools are not duty bound to do so).

Decisions around behaviour expectations, uniform, teaching and learning strategies or strategic direction are at the discretion of the Governing Body and the Headteacher and do not require consensus or parental approval.

4. Expected Behaviour

Simply put, we expect that all parents, visitors and members of the public will treat each other, staff members, pupils and external agencies with dignity and respect.

Parents should be aware of school policies and know that copies are available via the school's website or from the school directly. When raising a concern, we would ask parents to ensure that they act in accordance with school policies and always maintain a positive approach whilst on the school premises and in their communications with school.

5. Emailing the School

All email correspondence from parents and carers must be directed to the school office. The office team will ensure that messages are forwarded to the relevant member of staff as

appropriate. In line with our communication protocols, all emails will be acknowledged within one working day, with a full response provided within five working days. The administrative team will triage emails to determine the level of urgency, and immediate responses will be prioritised where necessary (for example, safeguarding concerns).

At Triangle C of E Primary School, parents and carers are not permitted to contact class teachers directly via their professional email addresses. All communication will be managed through the school office or via the school's official texting and email service.

6. Telephone Calls

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs or working with pupils at lunchtime or after school. Parents and carers may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

In a non-emergency, a return call will be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 5 working days.

7. Excessive Parental Contact/Demanding Behaviour

The school is committed to working in partnership with parents and carers, and we recognise that effective communication is essential in supporting pupils' learning and wellbeing. We will always seek to respond to concerns in a fair, transparent and timely manner.

Reasonable communication may include:

- An initial contact (email, phone call or meeting request) to raise a concern.
- A single follow-up enquiry for clarification or further information once a response has been provided.
- Attendance at a meeting (in person or virtual) where appropriate to discuss the concern in more detail.
- Receiving progress updates where the school has committed to an agreed action plan or monitoring process.

Unreasonable Behaviour in Communication

Unreasonable behaviour may include, **but is not limited to:**

- Excessive contact: making repeated phone calls, sending multiple emails, or submitting frequent written communications about the same issue after the school has provided a response.
- Aggressive or abusive language: using offensive, insulting, threatening, or inflammatory language towards staff, governors, pupils, or other parents.
- Unfounded allegations: making serious accusations against staff without evidence or repeating allegations that have already been investigated.
- Unreasonable demands: insisting on immediate responses or outcomes that are unrealistic or beyond the school's control.
- Refusal to accept decisions: continuing to pursue an issue the school has fully investigated and addressed, or refusing to accept a final decision.
- Disruption of school business: behaviour that hinders staff from carrying out their professional duties or affects the smooth running of the school.

- Contacting multiple staff/governors simultaneously: attempting to escalate or “forum shop” an issue by contacting several different members of staff, governors, or external agencies at the same time.
- Recording or sharing communication inappropriately: secretly recording meetings or sharing correspondence on social media without consent.

The school reserves the right to limit or restrict communication channels if behaviour is deemed unreasonable, in order to safeguard staff wellbeing and ensure that teaching and learning remain the core focus.

Any emergency situations will be dealt with separately.

Please remember that any time dealing with complaints, excessive communications or questioning of school procedures is time away from our primary aim of supporting our pupils.

Please note the following:

- If parents / carers are abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call.
- If any email is rude or inappropriate in tone, we reserve the right not to reply, and the matter be passed onto senior leadership.
- If parents / carers are abusive or speak in an inappropriate tone during a face-to-face meeting or a virtual meeting, our staff will terminate the meeting immediately.
- In either case, the school will forward a copy of this policy to reiterate our expectations and rights regarding appropriate communication.
- In circumstances where the school has listened to the request of a stakeholder (i.e. parent or pupil), considered the request and shared the outcome of this with the stakeholder, should the stakeholder continue to repeat or labour the same request, the school reserves the right to cease communication or to limit the reply with a repeat of key messages already shared.
- When the school judges email correspondence to be excessive, the school reserves the right to cease communication or only offer a reply with a repeat of key messages already shared.
- In such circumstances, a face-to-face or virtual meeting will be offered to attempt to deal with any issues or concerns.
- Following reasonable attempts by the school to arrange a meeting at a mutually convenient time, or if a meeting is refused, then communication on this issue will cease.
- This policy does not impact on the right of parents and carers to make formal complaints via the school’s complaints policy which can be found on the school website.
- Once the school has received notice of a formal complaint, the issues around the complaint can no longer be discussed outside of the Complaints Procedure unless it is in a way to find an informal or early resolution that the school agrees with.

If any parent / carer behaves in a manner that this policy outlines as unacceptable (such as abusive, aggressive, inappropriate or excessive contact, etc.) the school may choose to take appropriate action in line with our legal position or forward a copy of this policy to appropriate individuals. This is to ensure that parents / carers are aware of expectations for future behaviour, the position of the school, our legal rights and protection and any action that we might choose to take.

8. Monitoring and Review

This policy will be reviewed annually by the Governing Body to ensure compliance with statutory requirements and best practice.

Appendix A (Communication Procedures – Parents)

Communication Procedures at Triangle CE Primary School

Triangle CE Primary School recognises the importance of clear and effective communication between home and school and is committed to being open and accessible.

We understand that when parents/carers have a concern that relates to their child at school, whether its pastoral, curriculum or staffing in nature they often feel the best way forward is to contact the Headteacher or Deputy Headteacher. In our experience, many of these concerns can often be most quickly resolved by first talking to the class teacher, as they know your children best.

Informal 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 either the Head Teacher, Deputy Head Teacher or Class Teacher. Parents are asked to phone the school office on 01422 831558 to make an appointment.
- The Headteacher is regularly available on the school yard / pupil entrance 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. 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.

Formal Communication

Where parents are unable to speak with a member of staff face-to-face, they may contact the school office to arrange a phone call or a meeting at a mutually convenient time. All email communications are to be sent to the school office (admin@triangle.calderdale.sch.uk) who will then forward the email on to the relevant staff member. No staff member at Triangle CE Primary School will respond to parent/carer emails from their school email address or through Class Dojo.

Effective and timely communication can sometimes be a problem in a school, where teachers are often teaching full time and in many cases at lunchtimes and after-school. We understand that parents/carers may feel exasperated if they do not receive a response to their concern/query immediately, but in reality, there has been no available opportunity for the member of staff to reply. We would like to reassure you that all communications are logged by the school office and communicated to the relevant member of staff.

Guidelines

- Teachers are available after-school for informal conversations and appointments, except for Wednesdays due to Staff Development Meetings
- Appointments can be made by contacting the school office on 01422 831558 or by emailing admin@triangle.calderdale.sch.uk
- All email communication to the school from parents/carers requesting information or sharing concerns and queries will be acknowledged **the next working day** (term time only) by the school office.
- A more detailed response or follow up phone call will be provided **within 5 working days**.
- When contacting the school, it is really helpful if you could provide us with as much information about your concern/query as possible, including: who it involves, which staff member you wish the email to be forwarded to and what outcome you are seeking.

Parents should be aware that if the communication is urgent or a child protection and safety issue, they contact the school by telephone who will then put you through to a member of the senior leadership team.

Parent – School Communication Flowchart

Concerns about safeguarding Please speak to Mr Allen (DSL), Mrs Forrester or Miss Steele (DDSL) via the school office. We also have a dedicated safeguarding email address: DSL@triangle.calderdale.sch.uk The inbox to this email is monitored daily			
Important Information All communication with the school, unless you are able to speak with the member of staff face-to-face, should be directed to the school office either by phoning: 01422 831558 or emailing: admin@triangle.calderdale.sch.uk			
Learning Concern	Pastoral Concern	Concerns and queries relating to SEND (Special Educational Needs and Disabilities)	Concerns and queries relating to school administration
<input type="checkbox"/> Please raise your concern / query with your child's class teacher in the first instance	<input type="checkbox"/> Please raise your concern / query with your child's class teacher in the first instance	<input type="checkbox"/> Please raise your concern / query with your child's class teacher in the first instance	<input type="checkbox"/> Please raise your concerns / query with the school office in the first instance
If this cannot be done face-to-face or via your child's home-school diary, please direct this communication to the school office			
<input type="checkbox"/> If your child's class teacher has been unable to resolve your concern or query. Please arrange to speak with a member of our senior leadership team: Mrs Forrester (Deputy Headteacher) or Miss Steele (SENCO) via the school office	<input type="checkbox"/> If your child's class teacher has been unable to resolve your concern or query. Please arrange to speak with a member of our senior leadership team: Miss Steele (SENCO) or Mrs Forrester (Deputy Headteacher) via the school office	<input type="checkbox"/> If your child's class teacher has been unable to resolve your concern or query. Please arrange to speak with our SENCO: Miss Steele (SENCO). The SENCO email is: SENCO@triangle.calderdale.sch.uk	
<input type="checkbox"/> If your query or concern remains unresolved, please make an appointment to meet with Mr Allen (Headteacher) via the school office			

All contact must go through the school office, our office team consists of Ms Sally Stafford and Mrs Michelle Taylor. They can be contacted on: 01422 831558 or admin@triangle.calderdale.sch.uk

Please note that we will no longer be using Class Dojo to receive or send messages