



Priory Junior School, Priory Road, Gedling, Nottingham, NG4 3LE
Head Teacher: Mr. J. Cross



Priory Junior School

Communication Policy

2026/27

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Policy owner	Head Teacher



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Contents:

Section	Content
1.	Aims
2.	Principles of communication
3.	Communication channels
4.	Use of Seesaw
5.	Response times
6.	Urgent communication
7.	Meetings and telephone calls
8.	Confidentiality and data protection
8.	Communication conduct
10.	Social media
11.	Complaints and concerns
12.	Accessibility and inclusion
13.	Roles and responsibilities
14.	Monitoring and review



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1. Aims

Priory Junior School is committed to clear, respectful and effective communication between school, parents, carers, pupils, staff and governors.

This policy aims to:

- ensure parents and carers know how school will communicate with them;
- explain the appropriate routes for contacting school;
- support positive relationships between home and school;
- protect staff workload and wellbeing;
- ensure communication is timely, professional and proportionate;
- make clear how Seesaw is used by the school.

Good communication helps children feel safe, supported and ready to learn. All communication should reflect the school's PRIDE values: Peace, Respect, Independence, Determination and Equality.

2. Principles of communication

Priory Junior School will communicate in a way that is clear, professional and consistent. Information will be shared through the most suitable channel for the message and with due regard to confidentiality, safeguarding and data protection.

- Communication should be polite, respectful and focused on supporting children.
- Important information should be shared in good time wherever possible.
- Sensitive issues should be handled privately and through appropriate routes.
- Staff are not expected to respond to communication outside normal working hours, weekends or school holidays.
- Parents and carers should contact school promptly when they have a concern or important information to share.

3. Communication channels

The school uses different communication methods depending on the nature and urgency of the information.

Parents and carers should contact school through the most appropriate route. Routine questions should normally be directed to the school office or raised with the relevant member of staff through an agreed route.

For concerns about a child's learning, behaviour, wellbeing or school experience, the first point of contact will usually be the class teacher. If the matter remains unresolved, it can be referred to a member of the senior leadership team via the school office.

Formal complaints or confidential correspondence should be sent via the school office and clearly marked Private and Confidential where appropriate.

Communication type	Main method
Whole-school notices	School website, letters, text, email and/or Seesaw
Class reminders and non-urgent updates	Seesaw, text
Learning updates and celebrations	Seesaw, letters, email, text
Routine enquiries from parents/carers	School office or face-to-face conversation with the class teacher on pick



Priory Junior School, Priory Road, Gedling, Nottingham, NG4 3LE
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	up/drop off OR message left at the office
Urgent messages during the school day	Telephone call to the school office (urgent or unavoidable last-minute messages only)
Absence information	Agreed attendance reporting procedure via the school office. If you wish to discuss your child's attendance email the office or the attendance officer: office@priory-jun.notts.sch.uk OR attendance@priory-jun.notts.sch.uk
Medical information	School office by email: office@priory-jun.notts.sch.uk
Safeguarding information	Designated Safeguarding Lead (DSL) or Head Teacher via the school office or by email on: dsl@priory-jun.notts.sch.uk
SENCo	Contact the class teacher in the first instance. If further support is needed after this, contact the SENCo via the school office or by email: senco@priory-jun.notts.sch.uk
Concerns or complaints	Via the school office using the complaints procedure
The Headteacher	There may be times you feel it is appropriate to email the headteacher. The Office, Class Teacher or other member of staff should normally be first port of call before this stage. A different member of staff may get in touch with you regarding your query if they are the most appropriate member of staff to do so. head@priory-jun.notts.sch.uk



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4. Use of Seesaw

Priory Junior School uses Seesaw as a school-to-home communication and learning-sharing platform.

Important Seesaw Update

Teachers and authorised staff can send messages out through Seesaw. Parents and carers cannot direct message teachers or other staff through Seesaw. Parent enquiries should be via the office or through face-to-face conversations at pick up/drop off.

Seesaw may be used to:

- share class messages and reminders;
- share learning updates and examples of pupil work;
- celebrate achievements;
- send information about homework, events or resources;

Staff will ensure that Seesaw communication is professional, relevant and appropriate. Sensitive, confidential, safeguarding, medical or complaint-related matters will not normally be dealt with through Seesaw.

Where possible, non-urgent Seesaw messages should be sent or scheduled during the school working day. Staff may send messages to a whole class, a group or an individual family where appropriate.

5. Response times

The school will aim to respond to communication as soon as reasonably possible. This is normally within 2 school days. Some matters require investigation, consultation or senior leader involvement and may therefore take longer.

- **Urgent safeguarding, medical or welfare matters:** dealt with as a priority.
- **Routine messages:** usually acknowledged or responded to within two school working (school) days.
- **Complex matters:** acknowledged with an indication of next steps where a full response will take longer.
- **Holidays and weekends:** messages received outside term time or during weekends will normally be treated as received on the next school day.

Staff wellbeing and workload

Staff are not expected to monitor or respond to emails, calls or messages during evenings, weekends or school holidays. This supports sustainable communication and staff wellbeing.

6. Urgent communication

If a matter is urgent during the school day, parents and carers should telephone the school office.

Urgent matters may include:

- an unavoidable last-minute change to collection arrangements;
- a medical issue that school needs to know about immediately;
- a safeguarding concern;
- an emergency affecting the child or family;
- information that school needs before the end of the school day.

In an emergency where a child or adult is at immediate risk of harm, parents and carers should contact the emergency services.



Priory Junior School, Priory Road, Gedling, Nottingham, NG4 3LE
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7. Meetings and telephone calls

Parents and carers may request a meeting or telephone call with a member of staff. Meetings should be arranged in advance wherever possible so that staff can give the matter proper time and attention.

Staff may not be available for detailed conversations at the start or end of the school day if they are supervising pupils or preparing for learning. The school may suggest a telephone call, in-person meeting or written response depending on the nature of the matter.

8. Confidentiality and data protection

All communication will be handled in line with the school's responsibilities for confidentiality, safeguarding and data protection.

- The school will not discuss individual pupils, staff members or families with other parents or carers.
- Parents and carers should not share confidential school communications, screenshots, pupil images or information about other children on social media or messaging groups.
- Staff will use school-approved systems for communication and will not use personal accounts or personal mobile numbers for routine school communication.
- Information will be shared internally only where there is a legitimate school purpose, including safeguarding, welfare, attendance and learning.

9. Communication conduct

The school expects all communication to be respectful. Staff, parents and carers should use polite and appropriate language, listen to each other's views and focus on resolving concerns constructively.

The school will not tolerate abusive, intimidating, discriminatory or threatening communication. Where communication becomes unacceptable, the school may set limits on contact, require communication to be in writing, nominate a single point of contact or take further action in line with school procedures.

10. Social media

The school recognises that many parents and carers use social media and messaging groups. These platforms should not be used to raise concerns about pupils, staff, families or school decisions.

Concerns should be raised directly with school so that they can be addressed properly. The school will not formally respond to complaints or concerns raised on social media but may direct individuals to the appropriate school procedure.

11. Complaints and concerns

Most concerns can be resolved informally through early discussion with the appropriate member of staff. Where a parent or carer remains dissatisfied, the school's Complaints Procedure should be followed.

Concerns about safeguarding should be passed to the Designated Safeguarding Lead or Head Teacher as soon as possible through the school office.



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12. Accessibility and inclusion

Priory Junior School will make reasonable adjustments to support parents and carers who may need help accessing school communication.

- providing information in alternative formats where reasonable;
- supporting parents and carers who have difficulty accessing digital systems;
- arranging telephone or in-person communication where appropriate;
- considering translation or interpretation needs where possible;
- ensuring key messages are clear and accessible.

Parents and carers should contact the school office if they need support accessing school communication.

13. Roles and responsibilities

The Head Teacher and senior leaders

The Head Teacher and senior leaders are responsible for ensuring communication systems are effective, professional and consistent with this policy.

Class teachers and school staff

Staff are responsible for communicating professionally and using agreed school systems. Staff should escalate sensitive, complex or safeguarding matters to the appropriate senior member of staff.

Parents and carers

Parents and carers are responsible for reading school communication, keeping contact details up to date, using the correct communication routes and communicating respectfully with staff.

Governors

Governors are responsible for approving and reviewing this policy and monitoring its effectiveness through appropriate school reporting routes.

14. Monitoring and review

The Head Teacher is responsible for ensuring this policy is implemented consistently. The policy will be reviewed annually or sooner if there are significant changes to school systems, communication platforms or statutory guidance.