



# **Harbinger Primary School**

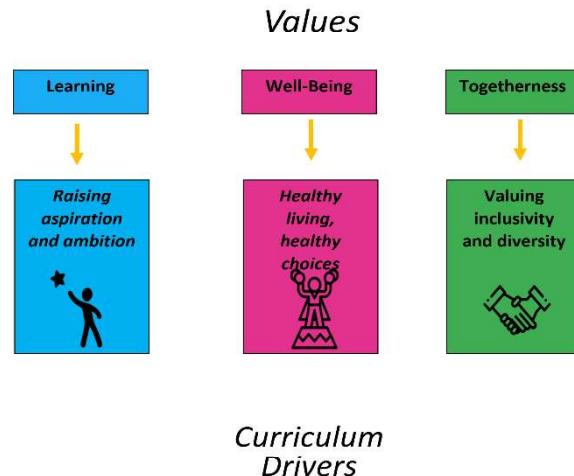
## **Communications Policy**

**Policy agreed: October 2025**

**To be reviewed: October 2026**

## 1. Introduction and aims

At Harbinger Primary School, we have 3 distinct and clear values that guide us in all that we do and they are:



We would hope to ensure that we conduct all forms of communication in line with our school values and we would in turn kindly request that all stakeholders, in return, offer the same.

We believe that clear, open communication between the school and parents/carers has a positive impact on children's learning because it:

- Gives parents/carers the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school better support each child's education and well-being.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers.
- Setting clear standards for responding to communication from parents/carers.
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

In the following sections, we will use 'Parents' to refer to both parents and carers.

## 2. Roles and responsibilities

### 2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Regularly reviewing this policy.

## 2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's Acceptable Use Policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves).
- Reflecting the school's values in all forms of communication.

## 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is in line with the school's values.
- Making every reasonable effort to address communications only to the appropriate member of staff in the first instance.
- Responding to communications from the school (such as requests for meetings) in a timely manner.
- Checking all communications from the school to stay up-to-date, particularly reading the weekly newsletter.
- Demonstrating an understanding that staff may not always respond promptly to communication, for example, when it is outside of their individual working hours or when the children are on-site.

## 3. How we communicate with parents and carers

Parents should monitor all of the following avenues of communication regularly to make sure they do not miss important communications or announcements that may affect their child.

Staff should follow safeguarding policy in only communicating with parents via school email addresses and only using school devices and software for texts and phone calls.

### 3.1 Newsletters

We send a weekly newsletter to keep parents informed about the following things:

- General information sharing.
- Upcoming school events.
- Half-termly homework and class forecasts.
- Weekly attendance figures.
- School surveys or consultations.
- Class activities.
- Teacher requests.

### 3.2 Email

We use email to keep parents informed about the following:

- General information sharing.
- Upcoming school events.
- Short-notice changes to the school day or normal routine.
- Sharing reports and/or updates on matters in school specifically relating to their child.
- Scheduled school closures (for example, for staff training days).

### **3.3 Text messages**

We will text parents about:

- The school newsletter.
- A recently sent email.
- Reminders about school events.
- Short-notice changes to the school day or normal routine.
- Emergency school closures (for example, due to bad weather).

### **3.4 School calendar**

Our website includes a school calendar for the current academic year and the following academic year (when dates are available).

### **3.5 Phone calls**

Phone calls can be initiated by both school and parents.

We will phone parents to inform about:

- Sharing good news about a child.
- To notify of an illness, accident or incident.
- Any school absences.
- Short-notice changes to the school day or normal routine.

### **3.6 Letters**

We try to include as much communication as possible in the weekly whole school newsletter, however, there will be occasions where there is a need to communicate with only one year group/class or a whole school matter more urgently. We will do this either by email or by letter. We send the following letters home when required:

- Letters about trips, visits and events with consent forms.
- Medical consent forms/permissions.

### **3.7 Home-School communication books**

Home-school communication books are used in certain circumstances when the needs of a child require one and this is agreed with a member of the Senior Leadership Team.

### **3.8 Reports**

We write end of year reports to parents and this is sent in the second half of the Summer term each year.

### **3.9 Parent consultations**

Teachers schedule meetings with parents twice a year, in the Autumn and Spring term.

The school may also contact parents to arrange meetings in between parent consultations, if there are concerns about a child's achievement, progress or well-being.

Annual review meetings are scheduled by the SENCO.

### **3.10 School website**

Key information about the school is posted on our website, including:

- School times and term dates.
- Important events and announcements.
- Curriculum information.
- Class information inc. homework.
- Important policies and procedures.
- Important contact information.
- Information about before and after-school provision

Parents should check the website before contacting the school.

## **4. How parents and carers can communicate with the school**

We would hope that the majority of questions and queries can be addressed in person either at morning drop-off or afternoon pick-up.

### **4.1 Email & Phone calls**

Parents should always email the school about non-urgent issues in the first instance. Please email the school office and state which member of staff it is addressed to, at: [office@harbinger.org.uk](mailto:office@harbinger.org.uk) The relevant member of staff will make every endeavor to respond within **2 working days**.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call or meeting at a convenient time. We aim to make sure you have spoken to the appropriate member of staff as swiftly as possible.

If your issue is urgent, please call the school office on 020 7987 1924.

### **4.2 Meetings**

We kindly ask that parents understand that we are rarely able to meet without prior notice due to other pre-planned commitments.

If you would like an appointment to meet with a member of staff, please email the office to arrange this:  
[office@harbinger.org.uk](mailto:office@harbinger.org.uk)

## **5. How we communicate with children on Microsoft Teams**

We use Microsoft Teams as a platform for children to communicate with their teachers and other children in their class teams about:

- Class work / homework
- Class / School events

Only with our youngest children in Early Years and Key Stage 1, we would expect/permit parents to post messages on behalf of their children.

Please refer to the school's [Remote Learning Policy and Acceptable User Policy](#) for further details and expectations for all users.

## **6. Parent-Teacher Association (PTA)**

Parents and staff in the school PTA may communicate via a text group. This is monitored by the Pastoral Lead.

## **7. Inclusion**

It is important to us that everyone in our community can communicate easily with the school. Please help us understand any additional needs that you may have so that we can plan accordingly.

## **7. Monitoring and review**

The Headteacher monitors the implementation of this policy and will review the policy regularly. The policy will be approved by the governing board.

## **8. Links with other policies**

The policy should be read alongside our policies on:

- Acceptable User Policy
- Complaints Procedure
- Remote Learning Policy