



Galley Hill Primary School & Nursery

Communication Policy

**Ratified at a meeting of the Resources
Committee**

Signed: _____

Name: Leah Pearce

Date: 24th June 2026

Due for review: June 2028

Introduction

Effective communication between staff and parents is essential for promoting strong home–school partnerships, supporting pupil progress, and ensuring the wellbeing and safety of all members of the school community. This policy outlines how communication should be managed to ensure clarity, consistency, and professionalism.

Aims

This policy aims to:

- Establish clear expectations for communication between staff and parents.
- Promote respectful, timely, and effective information sharing.
- Ensure that communication supports positive relationships and pupil outcomes.
- Provide consistent procedures for responding to enquiries and concerns.

Principles of Communication

All communication between staff and parents will be:

- **Respectful and professional** in tone and content.
- **Child-centred**, focusing on supporting pupil learning, wellbeing, and development.
- **Clear, accurate, and timely**, avoiding ambiguity.
- **Confidential**, with information shared on a need-to-know basis only.
- **Inclusive**, considering the varied needs and circumstances of families.

Methods of Communication

Routine School-to-Parent Communication

The school uses a variety of channels to keep parents informed, including:

- School newsletters
- School website and parent communication app/platform (Arbor)
- Emails or text messages
- Letters home

- Parent information evenings
- Annual written reports
- Social media (where used) for general updates only, not individual communication

All communication will be checked for accuracy and approved by a member of the senior leadership team where appropriate.

Parent-to-School Communication

Parents may communicate with the school via:

- Email to the school office – admin@galleyhill.herts.sch.uk. Parents should not email staff directly using work email addresses
- Phone calls to the school office
- Speaking with staff at drop-off or collection times (brief, operational queries)
- Pre-arranged meetings with class teachers or senior staff for longer discussions
- Parents should not contact staff via social media

We recognise that sometimes you receive news that may cause upset. It is not appropriate to come to school expecting to speak to a particular member of staff without a prior appointment.

Staff Responsibilities

Responding to Parent Enquiries

- Staff will aim to acknowledge parent enquiries within **three school days** (during term time). Parents should not expect staff to respond to their communication outside of working hours (8am – 5pm) or during school holidays.
- Staff can respond by contacting either parent, unless it is requested that they respond to both parents.
- In the unusual circumstance that you have not received a response from the school within three working days, please contact the school by emailing admin@galleyhill.herts.sch.uk or telephone the school and we will follow up your enquiry.

Professional Conduct

- All communication must uphold professional standards and reflect the school's values.
- Staff should avoid engaging in challenging or sensitive conversations at the classroom door; instead, they should invite parents to arrange a meeting.

Boundaries

Staff will not:

- Use personal emails or personal social media accounts to contact parents.
- Respond to parents using their own work email address, instead they will respond via the admin email address.
- Engage in discussions about other pupils or families.
- Respond to abusive, threatening, or inappropriate communication.

Parent Responsibilities

Parents are expected to:

- Communicate respectfully with all staff.
- Use official school communication channels.
- Understand that staff may not respond immediately due to teaching commitments.
- Refrain from sharing concerns or grievances on social media and instead follow school procedures for addressing issues.
- Refrain from approaching other parents whose children may be involved in their concerns or grievances, and instead follow school procedures for addressing issues.
- Refrain from speaking directly to another child about the issue or concern.

Confidentiality and Data Protection

All written and verbal communication will comply with GDPR requirements. Information shared by parents will be handled with care and stored appropriately. Sensitive information will not be discussed in public areas.

Escalation of Concerns

