SELE first SCHOOL

Communication Policy

November 2026

Related Documents:

Staff Handbook

Safeguarding and Child Protection Policy

SEND Policy

Safeguarding Responsibilities

Online Safety Policy

ICT Policy

Acceptable Use Policy

Staff Code of Conduct

Guidelines for Visitors and Trainees

1.Introduction and Aims

At Sele First School, we believe that clear, respectful and effective communication is essential in building positive relationships and supporting every child's learning, wellbeing and development. This policy sets out our approach to communication between school, families, staff, governors and the wider community, ensuring that information is shared appropriately, consistently and in a timely manner. We are committed to open, supportive and respectful communication, working together in the best interests of our children.

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 educational and pastoral needs

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

2. Roles and Responsibilities

2.1 Headteacher

The headteacher is responsible for:

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

2.2 School Business Manager

The School Business Manager is responsible for:

- Managing staff account set ups
- Managing pupil and parent contact details imports
- Ensuring a consistent, professional school approach to communications

2.3 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's AUP and internet acceptable use policy
- Working with other members of staff to make sure parents and carers get timely information (if they cannot address a query or send the information themselves)

Staff will not respond to communications outside of school hours 9am-5pm or their working hours (if they work part-time), or during school holidays.

You can read our Acceptable Use Policy by clicking here https://www.selefirst.org/Policies/

These policies can also be found in the staffroom policies folder, the school website and on the shared staff google drive.

2.4 Parents and Carers

Parents and carers are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Keeping school informed of changes to contact details e.g. a change of phone number.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct.

3. How we Communicate with Parents and Carers

The sections below explain how we keep parents and carers up-to-date with their child's education and what is happening in school.

Parents and carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child. We communicate with families via our website and School Gateway – our website holds all school information and documents.

3.1 Email and School Gateway

We use email to keep parents informed about the following things:

- Upcoming school events
- The Weekly Bulletin
- Changes to routines and procedures within school
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Direct links to website pages

3.2 Text Messages

We will text parents about:

- Notice of visits returning a little late
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School Calendar

Our school website; www.selefirst.org includes a full school calendar for the academic year. Parents/carers can also access key dates for the academic year on the website.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone Calls

Teaching staff will contact parents and carers by phone when it is appropriate to do so.

This will be to share information regarding incidents, gathering information from home and also to share positive news from school.

3.5 Communication

We send the following communications home regularly:

- Information about trips and visits
- Data and consent form
- Outstanding monies reminders
- Our weekly Friday bulletin

3.6 Homework Books/School Planners

Home School Reading Records (HSRR) come in and out of school everyday to support the communication of children's reading progress both in and out of school.

Children are expected to read for at least 10 minutes daily. Parents, carers and children (KS2) should comment on what and how they have read.

HSRRs must be brought into school daily to allow teachers to monitor, respond and update feedback.

Teachers set homework and communicate with parents regarding home learning via Seesaw.

Early Years teachers share observations of children in school and parents are encouraged to share learning experiences and milestones with school by uploading home and family activities.

Homework is set on Seesaw at the beginning of each half term via a homework menu linked to the current topic. Additional homework including handwriting practice will be shared with parents if required.

Year 4 will receive English and Maths homework on alternate Fridays. This should be completed and returned to school by the following Thursday. Times Tables Rock Stars (TTRS) and reading homework will continue alongside this.

3.7 Reports

Parents and carers receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Y1 Phonics Check and Early Years Reception Data

We also arrange regular meetings where parents and carers can speak to their child's teacher(s) about their achievements and progress (see the section below).

3.8 Meetings

We offer two parent and carer consultation dates in the Autumn and Spring terms. During these meetings, parents and carers can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also make contact to arrange meetings between consultations if there are concerns about a child's achievement, progress, or wellbeing.

Parents and carers of pupils with Special Educational Needs and Disabilities (SEND), or who have other additional needs, will be offered an alternative SEND consultation attended by the class teacher and SENDCo.

3.9 School Website

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

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

- Forms for medicines, school meals, leave of absence requests
- Extended Services information
- SEND Support information

Parents and carers should check the website before contacting the school.

3.10 School Social Media

- Important events and announcements
- Reminders
- Photographs and information of activities being completed within school
- Signposts to activities or resources
- FOSF Events

4. How parents and carers can communicate with the school

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Email

Parents and carers should always email the school office via the admin@sele.nortumberland.sch.uk email address about non-urgent issues in the first instance.

We acknowledge all emails within five working days, and will then respond in full (or arrange a meeting or phone call if appropriate)

If a query or concern is urgent, and you need a response sooner than this, please call the school.

4.2 Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please email the school office via the admin email and the relevant member of staff will contact you within five 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 at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within five days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Change of person collecting child/ren from school
- Important medical information e.g. an issue that will impact on child during day

For more general enquiries, please call the school office.

To contact teaching staff parents and carers are asked to either contact the School Office (see above) or write a note in their child's HSRR; this relates to general communication, curriculum matters and non-urgent messages.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within ten working days of the request.

While teachers are available at the end of the school day for brief discussions, if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents and carers who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages, our website has a built in Google translate function;
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved and reviewed by the governing board.

Appendix 1: School Contact List

Who should I contact?

Option 1:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on admin@sele.northumberland.sch.uk / 01434 602808
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website or School Gateway first, much of the information you need is posted there.

We try to respond to all emails within **five days.**

Option 2:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within **five days.**

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
Payments	School Office
School trips	School Office
Uniform/lost and found	School Office / note in HSRR
Attendance and absence requests	If you need to report your child's absence, call: 01434 602808, select option 1. If you want to request term time absence, contact the School Office or complete a Leave of Absence Form at www.selefirst.org
Bullying and behaviour	School Office initially

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
School events/the school calendar	School Website / School Office / School Gateway
Special educational needs	Email: send@sele.northumberland.sch.uk Judith Elliott – SENDCo – contact via School Office or email above Nina Blanchet – Assistant SENDCo – contact via School Office or email above
Safeguarding	safeguarding@sele.northumberland.sch.uk Brooke Phillips DSL Steph Milburn Deputy DSL
Wellbeing and Pastoral Needs	School Office initially
Before and after-school clubs	For Payment and Booking Queries 01434 602808 For changes to pick up, call Janine Blackburn, Deputy Play Leader on 07597 361935 during club hours.
Hiring the school premises	School Office
Friends of Sele First (FOSF)	FOSF Chairs Email: kathryn.davidson@friendsofselefirst.school rebecca.anderson@friendsofselefirst.school
The governing board	Katie O'Brien Chair of Governors – via School Office
Catering/meals	School Office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy – copy can be accessed following this link.

https://www.selefirst.org/Policies/

Communication FAQs

How do I report when my child is unwell?

If your child is unwell and unable to come to school please report this in one of two ways.

1. Call the school office on 01434 602808, select option 1 to report an absence. To speak to the office please select option 2. The office opens at 8.30am.Messages can be left before this time
2. Report the absence and reason via the website app absence reporting tool.

How do I complete a Leave of Absence Request form?

The Leave of Absence Request form and the Policy for Leave in Term Time can be found in the reception area, via email request and on the school website. Please refer to the policy for further information, allowances and sanction / fine information.

What should I do if my child has an appointment?

If your child has an appointment such as a medical, hospital or dental appointment, please report this via email to admin@sele.northumberland.sch.uk, please attach any appointment letters you may have to your submission.

How do I pass a message on to the class teacher?

Contact the School Office on 01434 602808 or email admin@sele.northumberland.sch.uk

How do I request to book a place at Sele School Club?

Contact the School Office on 01434 602808 or email admin@sele.northumberland.sch.uk

How do I make a school meal payment?

Payment for meals can be found on School Gateway, where you can view your live balance, top up funds easily and receive an email reminder when your balance is low.

Meals are chargeable for children in Nursery, Y3 and Y4. Children in years Reception to Y2 receive free school meals as part of a government scheme.

How do I pay for a school visit?

School visits can be paid for via School Gateway, you can opt to pay by card or bank transfer.

How do I request a meeting with a member of staff?

Please contact the School Office on 01434 602808 or email admin@sele.northumberland.sch.uk