Upper Nidderdale Primary Federation

Communications & Emails Policy and Procedure External

This policy has been ratified through the lens of the vision and values

Policy:	Communications & Emails Policy & Procedure
This Policy was approved:	January 2025
This Policy was reviewed:	October 2025 January 2026 October 2026 November 2026
This policy will be reviewed next:	November 2027

responsibility:	Headteacher

At Upper Nidderdale Primary Federation, we will all approach everything we do in the CHAMPS way, helping every child flourish into a caring, confident and resilient young person who has a **love of learning** and:

Community – Treat others as we would want to be treated ourselves

Hope – Giving confidence in what we can contribute and achieve together

Aspiration – Believe that we can be the best version of ourselves in all we do

Mission – Living with purpose and commitment to making a positive difference

Perseverance – Not everything comes easily – keep trying to reach your goals and dreams

Shine – Let your light shine on yourself and others

As Rights Respecting schools, our intents are based around the following articles;

Article 23

You have the right to special education if you have a disability.

Article 28

All children have the right to a good quality education.

Article 29

All children have the right to an education that helps to develop their talents and abilities.

Introduction and Aims

To support UNPF in its aim to be a CHAMPS school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

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

The aim of this policy is to promote professional clear and open communications between all members of the school community 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.

Objectives

All communications should:

- keep staff, pupils, parents and other stakeholders well informed
- be open, honest, ethical and professional
- use jargon free, plain English and be easily understood by all
- be acknowledged and / or actioned (all emails to be acknowledged – within 72 hrs in the first instance)
- Use the method of communication most effective and appropriate to the context, message and audience.
- be compatible with our core values and culture as reflected in our school vision and values

Roles and responsibilities

The Headteacher is responsible for:

- Implementation of this policy
- Regularly reviewing this policy

Staff are responsible for:

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

Parents 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. The class teacher is first point of contact, then Family Support Worker, then Deputy Headteacher and then the Headteacher.
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Demonstrating an understanding that staff will not respond to communication outside of their individual working hours

Definition of communication

Good communication is much more than the exchange of information.
It involves the management of relationships and the need to involve people.
Communication is as much about attitude and behaviour as it is about message.

Address of staff members

When addressing, greeting, or referring to staff - refer to their professional names and not their first names in front of children.

Expectation

As a school we do not expect employees to be available by email during non-work hours.

Any communication that needs to be sent to parents using this system must be approved by the Headteacher and goes through admin emails.

All letters/all communication is to be entered on CPOMS. Admin/BM will record conversations and communications straight onto CPOMS.

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 for texts and phone calls.

Email and/or Teachers2 Parents communications will be used for:

- Positive messages regarding the children
- 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/ren
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Emergency school closures (for instance, due to bad weather)

Responding to emails

We aim to acknowledge emails within **three working days** of receipt. This acknowledgement will confirm that the matter has been passed to the appropriate member of staff.

Where a matter requires investigation or further discussion, the member of staff dealing with it will aim to provide a substantive response within **five working days of the acknowledgement**. If more time is needed, we will explain this and provide an anticipated response date.

For the purposes of this policy, working days are Monday to Friday during term time, excluding bank holidays and school closure days. These timescales pause during school holidays and resume when school reopens.

Staff have teaching and other responsibilities and cannot routinely read or respond to emails immediately. For urgent matters requiring action that school day, please telephone the school office.

***This excludes emails received before 9am, or after 3:30pm.**

If the communication is of a safeguarding nature, the email address for this is dsl@uppernidderdalefed.school

School Calendar and Website
Our website includes key information about the federation, including:

- times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision. Parents should check the website before contacting us.

We try to give parents as much notice as possible of any events or special occasions (including non- uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

Phone calls
Conversations with parents will occur when:

- Your child is taken ill during the school day
- Sharing specific information e.g. behavioural incident / accident
- A pre-booked telephone appointment has been made with a member of staff

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office parentinfo@uppernidderdalefed.school and the relevant member of staff will contact you as soon as they are able to.

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 as swiftly as possible.

If your issue is urgent, please call the school office.
Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Letters & Newsletters
Letters and newsletters will be sent via paper copy and/or email.

Parent Meetings
Parent consultations take place each term. During these meetings parents will be informed about their child's academic and social and emotional progress.
The school may also contact parents to arrange meetings between parents' evenings for discussions around their child's achievement, progress, or wellbeing.

Staff arrange to see and speak to parents in private and do not discuss things at drop off or collection.

Written Reports
Once a year we provide a full written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given the opportunity to comment on their own progress and parents are invited to make a similar comment. In addition,

parents meet their child's teacher three times during the year for Parents' Evening. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need.

Social Networking Sites/Blogs etc
Staff are not to communicate with parents in relation to school issues: and it is unacceptable to communicate with pupils, via social networking sites (such as Facebook), or to accept them as their "friends". The school has a Facebook page.

It is expected that parents do not comment negatively on our schools, the federation, or staff through Facebook or other social media means. If parents need to discuss something this must be done through the correct channel of communication. If the schools or Federation is brought into disrepute and/or staff are mentioned by name in any negative comments; the school will commence legal proceedings.

Pupil absence
All pupil absence must be reported either through the telephone system, or by emailing: absence@uppernidderdalefed.school before 9am. This is for safeguarding reasons, as verbal messages can be forgotten, or not passed on.

Linked Policies:
PSHE
Attendance
Behaviour
Parent Code of Conduct and Behaviour
ICT and Acceptable Use
AI and online policy
Complaints
Vexatious complaints
Values

Channels of Communication

Parent requests - contact with ALL staff must be made through the correct channel: parentinfo@uppernidderdalefed.school Admin staff will acknowledge your email and forward it to the correct member of staff

Parent requests for a meeting with the family support worker CAPSO
If issues are not resolved at this stage, parents can contact the Deputy Headteacher through the
If issues are not resolved at this stage, parents can then request to meet/speak with the Executive Headteacher via parentinfo@uppernidderdalefed.school Admin staff will acknowledge your email and forward this to the Executive Headteacher