



# John Rankin Schools Communications Policy

<b>Document history</b>	
Date approved	18 March 2025
Approved by	Full Governing Board
Review date	Annually
A copy of this document can be obtained from	The schools' network and website
<b>Related documents</b>	
Attendance Policy	
Positive Relationships Policy	
Child Protection and Safeguarding Policy	
Code of Conduct for Employers, Staff and Volunteers	
Complaints Procedure	
Unreasonable Complainants Policy	

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### **1. Introduction and aims:**

John Rankin Schools believe that good communication fosters positive relationships within the whole school community. Clear, professional, relevant and timely communication has a positive impact on pupils' learning because it gives parents and carers the information they need to support their child's education; helps the school improve, through feedback and consultation; and builds trust between home and school, which helps us 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 and carers; setting clear standards for responding to communication; and helping them 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.

We will only communicate with parents and carers in respect of their own child at the school.

### **2. Roles and responsibilities:**

#### **Governing Board**

This policy will be approved by the Governing Board and reviewed annually.

#### **Executive Headteacher**

The Executive Headteacher is responsible for ensuring that communications with parents are effective, timely and appropriate, in line with this policy.

#### **Staff**

All staff are responsible for responding to communication from parents in line with this policy, and working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves). Staff will not respond to communications outside the hours of 8am to 5:30pm or their working hours (if they work part-time), or during school holidays. Members of the Senior Leadership Team may respond outside working hours/days in some circumstances and this decision will be made using their own professional judgement.

## Parents and carers

Parents and carers are responsible for ensuring that communication with the school is always respectful, responding to communications from the school (such as requests for meetings) in a timely manner, and ensuring that the school has up-to-date contact and medical information for their child.

### 3. School contact details:

<b>John Rankin Infant School &amp; Nursery</b> Garford Crescent, Newbury, West Berkshire RG14 6EX	<b>John Rankin Junior School</b> Henshaw Crescent, Newbury, West Berkshire RG14 6ES
<b>School office opening hours:</b> Monday to Friday 8:30am – 4pm	
<b>Phone number:</b> 01635 42376 <b>Email:</b> <a href="mailto:office@jrs.w-berks.sch.uk">office@jrs.w-berks.sch.uk</a> <b>Website</b> <a href="http://www.johnrankinschools.com">www.johnrankinschools.com</a>	

### 4. Written and verbal communication:

#### i) Emails

The school office emails parents with important information about, for example, special events, newsletters and school trips. During term time, every Friday afternoon, an email is sent out to parents and carers with a list of reminders relating to the following week.

Parents are welcome to email the school office with general enquiries and about non-urgent issues in the first instance.

The school will aim to respond within three working days. If a response cannot be provided within this timeline, to ensure a full and considered response, then a revised timeline will be provided and communicated.

We ask that parents and carers await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.

#### - Emailing teachers:

Parents and carers can email their child's class teacher regarding learning, homework, wellbeing and pastoral support. In order to manage expectations in awaiting a response, we ask that consideration is given to teachers' teaching hours and working hours. Please be respectful and refrain from sending an excessive number of emails.

To email your child's class teacher, type in their class name, followed by [@jrs.w-berks.sch.uk](mailto:@jrs.w-berks.sch.uk)

For example: if your child is in Ash Class, e-mail: [ash@jrs.w-berks.sch.uk](mailto:ash@jrs.w-berks.sch.uk)

- Reporting a change of medical needs:

If there is a change in a child's medical needs, this information must always be shared by email through the school office.

## **ii) Phone**

If a query or concern is time sensitive and urgent, the parent or carer should call the school office, who will liaise as necessary at the earliest opportunity.

- Reporting your child's absence:

To report your child's absence, please call the school office before 9.30am or e-mail [absence@jrs.w-berks.sch.uk](mailto:absence@jrs.w-berks.sch.uk), stating your child's name, class and a brief reason for absence.

Staff will call parents if their child is unwell during the school day, or suffers a head injury, even if minor. The Executive Headteacher will call parents if their child is admitted to hospital.

- Change of collection arrangements:

If there is going to be a change to the normal collection arrangements for your child, please call the school office to notify us. We will then give you a one-time password that must be shared with the individual who will be collecting your child.

On collection at the end of school or After School Club, the one-time password must then be presented by the individual collecting the child to the teacher or After School Club leader.

The teacher or After School Club leader must be given the password before releasing the child to the adult. If the collecting adult does not have the password, the child will not be released and the parent or carer will be contacted to verify collection.

## **iii) Website**

We regularly update the website to keep the school community informed about:

- School times
- Term dates and INSET days
- Contact information
- Forthcoming events
- Staff lists
- Our curriculum

- Uniform information
- Important policies and procedures
- Breakfast and After School Clubs
- Newsletters
- Safeguarding information
- Job vacancies

#### **iv) School calendar**

We use the school calendar on the website to communicate with parents about upcoming events. Where possible, we aim to give parents at least two weeks' notice of any events or special occasions (including non-uniform days, PTFA events, special assemblies or visitors, or requests for pupils to bring in special items or materials). An email will be sent out to notify parents and carers of any new events, or to send an update if an event is rescheduled.

#### **v) Social media**

School Facebook page:	John Rankin Schools
PTFA Facebook page:	John Rankin Schools PTFA
School Instagram:	@johnrankinschools

The John Rankin Schools Facebook page is regularly updated with news of school events, job vacancies and other information.

The school will not respond to concerns raised via social media or online platforms. Should the school be made aware of any physical threats or abusive behaviour sent via social media (made towards staff members or children on roll at our school), the school will remove this content and report it to the police.

#### **vi) 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 and how well they are progressing.

Parents and carers of pupils who have sat their Key Stage 2 SATs (Year 6), will be sent their child's results with their end-of-year report.

#### **vii) Inclusion**

It is important to us that everyone in our community can communicate easily with the school. Parents can request interpreters for meetings or phone calls through the EMTAS (Ethnic Minority and Traveller Achievement Service) by e-mailing [EMTAS@westberks.gov.uk](mailto:EMTAS@westberks.gov.uk)

### **5) Face-to-face meetings:**

#### **i) Parents' Evenings**

Parents' Evenings are held twice per academic year. These meetings provide parents and carers the opportunity to talk to their child's teacher about their child's progress and achievements, the curriculum or

schemes of work, their child's wellbeing, or any other area of concern. Parents' Evenings are conducted face-to-face, with bookings made via the SCOPAY app. If you cannot attend an appointment, you are welcome to schedule either a phone call or an alternative face-to-face appointment after school. To arrange this, please phone or email the school office, who will liaise with your child's class teacher and schedule a mutually convenient time.

If there are concerns about a child's achievement, progress, or wellbeing, the school may also contact parents or carers to arrange a meeting.

### **ii) SEND meetings**

Parents of pupils with Special Educational Needs and Disabilities (SEND), or who have other additional needs, will also be invited to attend an additional meeting.

### **iii) Open Classrooms**

Each half term, we warmly invite parents and carers to join their child in their classroom after school for half an hour. Open Classrooms provide the opportunity to look at your child's work and share your child's experiences, progress and achievements with them. Teachers are available should you have any questions about your child's learning. Open Classrooms are scheduled on different days for Infant and Junior children, to enable parents of siblings across the federation to attend both sessions.

### **iv) Reading Mornings**

Infant and Junior Reading Mornings are scheduled on the same day as Open Classrooms. This is a chance for you to enjoy reading with your child before school starts.

### **v) Parent Forums**

Governors will hold Parent Forum meetings each term. They will be held at school during the evening. Details will be emailed to parents and carers in advance.

### **vi) Parent Surveys**

Governors will also conduct a Parent Survey, which will be emailed out each term. This survey is part of our ongoing commitment to drive school improvement and actively engage with parents' views.

## 6. FAQs - How do I communicate with school about...?

Topic	Who you need to talk to...
Absence reporting	Phone the school office and leave a voicemail or email <a href="mailto:absence@jrs.w-berks.sch.uk">absence@jrs.w-berks.sch.uk</a> before 9:30am on the day of absence. Please leave your child's name, class and reason for absence.
After School Club Breakfast Club	School office via phone or email. If the school office is closed, please call 07798 809401
Collection arrangement (changes)	Phone the office, and a password will be generated. Whoever is collecting the child will need to share this password with the adult / teacher at the door.
Complaints	As per our Complainants Procedure, in the first instance, please phone or email the school office. If the complaint is about the Executive Headteacher, a Governor or the Governing Board, please email the Clerk to the Governors: <a href="mailto:clerk@jrs.w-berks.sch.uk">clerk@jrs.w-berks.sch.uk</a>
English as an Additional Language (EAL)	To request an interpreter (to attend meetings), email: <a href="mailto:EMTAS@westberks.gov.uk">EMTAS@westberks.gov.uk</a>
Governing Body	Email the Clerk to the Governors: <a href="mailto:clerk@jrs.w-berks.sch.uk">clerk@jrs.w-berks.sch.uk</a>
Medical needs (changes)	Email the school office.
Payments	Consent forms and payments are sent via the SCOPAY app. Email or call the school office for any further enquiries.
PTFA	Email: <a href="mailto:johnrankinptfa@gmail.com">johnrankinptfa@gmail.com</a> Website: <a href="http://www.johnrankinptfa.co.uk">www.johnrankinptfa.co.uk</a> John Rankin Schools PTFA page on Facebook
Pupil learning / class activities / lessons / homework queries	Email your child's teacher, as follows: [INSERT CLASS NAME]@ <a href="mailto:jrs.w-berks.sch.uk">jrs.w-berks.sch.uk</a> For example: <a href="mailto:ash@jrs.w-berks.sch.uk">ash@jrs.w-berks.sch.uk</a>
Pupil wellbeing / pastoral support	Email your child's teacher, as follows: [INSERT CLASS NAME]@ <a href="mailto:jrs.w-berks.sch.uk">jrs.w-berks.sch.uk</a> For example: <a href="mailto:ash@jrs.w-berks.sch.uk">ash@jrs.w-berks.sch.uk</a>
Safeguarding concerns	Email the Designated Safeguarding Lead: <a href="mailto:jrssafeguarding@jrs.w-berks.sch.uk">jrssafeguarding@jrs.w-berks.sch.uk</a>
School trips	Consent forms and payments sent via SCOPAY app. Email or call the school office for any further enquiries.

Special Educational Needs and Disabilities (SEND)	Email <a href="mailto:sendco@jrs.w-berks.sch.uk">sendco@jrs.w-berks.sch.uk</a> to arrange a meeting with a member of the school's SEND team.
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## 7. How will the school communicate with parents and carers?

Topic	Form of communication	Frequency
After School Club Breakfast Club	SCOPAY	As required
Calendar updates	Email and website	As required
Class transition details / welcome booklets	Email and website	Annually
Emergency school messaging system	Text message via Tucasi or SMS	In the event of an emergency, such as announcing snow days.
Events	Email Website Facebook Calendar	As required
Headteacher's update	Email	Termly
Homework	Hard copies to children	Applies to KS1 and KS2 only. Homework sent out every Friday. Please return by the following Wednesday.
Newsletters	Email Website Tapestry app - FS2	FS2 – fortnightly Whole-school – half-termly
Open Classrooms	In-person	Half termly
Parents' Evening	Face-to-face	Twice per year
Payment reminders	SCOPAY	As required
PTFA news and events	Email PTFA website PTFA Facebook page	As required
Reminders	Email	Weekly (every Friday afternoon)
School Reports	Email	Summer Term
Trip consent forms and payments	SCOPAY	As required

Uniform	Website	As required
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## **8) Unacceptable communication:**

John Rankin Schools is a community built on mutual respect; in line with our Unreasonable Complainants Policy, the school will not tolerate behaviour that is disrespectful, threatening or offensive. This includes use of swearing, discriminatory or offensive language, making threatening or offensive comments about a member of staff or pupil, sending abusive messages to a member of staff (whether verbally, via texts, emails or on social media), or posting derogatory comments about the school, its staff or its pupils on social media platforms.

If unacceptable behaviour is considered to have occurred, the parent or carer will be informed in writing that if it is not modified, the school will take further action. This may include advising the parent that future meetings with a member of staff will be conducted with a second person present and be minuted, putting in place a contact plan to deal with any communication between the parent and the school, and seeking advice from the local authority's legal team regarding further action.