



Communication policy

Date reviewed: March 2026

Date of next review: March 2028

Chair of Governors (signature)

Head Teacher (signature)

At Millfields First School, we value open and transparent communication with parents and carers as essential partners in their child's education journey. This policy outlines the guidelines and channels through which we ensure effective and timely communication between the school and parents and carers as sometimes it is not always possible to meet with you, speak to you or return your email immediately.

Purpose

The purpose of this policy is to establish clear communication protocols between Millfields and parents and carers to foster a supportive and collaborative relationship in the best interest of the students.

Communication channels

Official school correspondence: All official communication, including important announcements, newsletters, and school updates, will primarily be sent through ParentApp. Parents are responsible for ensuring their contact information is up to date with the school. Please ensure that you notify us of any changes to your telephone number immediately.

Parent-Teacher meetings: There are two parents evenings scheduled each year to discuss children's progress and academic performance. These meetings may be conducted in person, or via Teams. Information meetings are also held throughout the year around certain topics, eg phonics, online-safety etc

School website and social media: Important information, upcoming events, and educational resources will be shared on the school website and official social media channels (Facebook and Instagram). Parents are encouraged to follow these platforms for regular updates.

Emergency notifications: In case of emergencies, such as school closures, weather alerts, or safety concerns, parents will be notified promptly via ParentApp.

Availability and response times

Teachers will respond to parent enquiries and concerns within a reasonable timeframe, typically within 3 working days. Teachers can be emailed on the class email address. If the matter requires immediate attention, parents are encouraged to contact the school office. Please do not send urgent or "on the day" emails to the teachers as they will be teaching the class and will not be able to reply.

Teachers are available to speak to for a few minutes at the end of each day for a "playground chat." The exception to this is if your child has forest school in the afternoon as the teacher does not dismiss them on these days. There is no need for an appointment for this.

Teachers are available for pre-arranged meetings/ phone calls at the end of the school day as needed. These should be booked in advance to ensure the teacher's availability.

Teachers are **not** available to see or speak to you at the start of a school day as they are either in class or preparing for lessons. Please do not call to them through the entrance door. You may, however, leave any messages with the member of the senior leadership team who is welcoming children into school.

School office staff will be available during school hours to address parent queries. They are also able to schedule appointments, (either over the phone or in person) when needed, with a teacher or a member of the senior leadership team for discussions or meetings.

Confidentiality and privacy

All communications between the school and parents and carers will be treated with utmost confidentiality and respect for privacy laws. Personal information shared with the school will only be used for educational purposes and will not be disclosed to third parties without consent, except where required by law.

Safeguarding

If there is a safeguarding concern, please call the office and ask to speak to a DSL (Designated Safeguarding Lead), who will talk to you immediately or call you straight back.

Compliance and review

This policy is subject to periodic review and may be updated as necessary to ensure alignment with the evolving needs of the school community and compliance with relevant regulations.