



# **Ashton Keynes C of E Primary School**

## **Communications Policy**

**Approved: December 2025**

**Next Review Due: December 2027**

# Ashton Keynes C of E Primary School

## Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. It helps to develop understanding and build trust between our staff, governors, pupils, parents/carers and the wider community.

In line with our school values, **kindness and respect** form the foundation of all communications between the school and parents/carers and between parents/carers and the school.

We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives. Therefore, having a communications policy sets out expectations to ensure effective communication between home and school.

## Contacting the School

If you have a general school query, your first port of contact should be the School Office. The preferred method of communication is either by telephone 01285 861436 or email [office@ashtonkeynes.wilts.sch.uk](mailto:office@ashtonkeynes.wilts.sch.uk). The School Office can get quite busy therefore:

- If your query has been made during the working day, an office staff member will endeavour to get back to you on the same day, but no later than the following working day. Phones and emails are monitored between the hours of 8.45am and 3.15pm.
- If your query has been made out of hours, an office staff member will endeavour to respond during the next working day.

If you want to get in touch with your child's teacher or another member of staff, again, your first port of contact should be the School Office. The preferred method of communication is either by telephone 01285 861436 or email [office@ashtonkeynes.wilts.sch.uk](mailto:office@ashtonkeynes.wilts.sch.uk). If you send an email, please include the teacher's name, class and pupil name along with your query.

- The School Office staff will relay messages to teachers as soon as possible. If made out of hours, your message will be relayed on the next working day.
- Teachers will then have **three working days to respond**, but will try their very best to get in touch on the same working day. We ask that you wait the full three working days before getting in touch with school again regarding your query. Part-time staff may take longer to reply.

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time- evenings, weekend, non-working days and holidays. We aim to respond to you as soon as possible and within three working days.
- If your call or email is urgent, please inform the office staff member or mark your email as such, and they will attempt to find a senior member of staff to either speak to you or respond.
- NOTE: Pupil lessons will never be interrupted to allow teachers to take calls.

Teachers want to respond to parent/carer queries at the earliest opportunity and will do their best to do so, however, we ask that parents/carers understand and respect that the majority of a teacher's time is taken up teaching your children in the classroom and preparing for lessons. Further, teachers' responsibilities also extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with the teaching staff that there is no expectation to respond to queries during their personal time.

## Requesting a Meeting

If you would like to arrange a meeting with your child's teacher, another member of staff or the Headteacher, your first port of contact should be the School Office. The preferred method of communication is either by telephone 01285 861436 or email [office@ashtonkeynes.wilts.sch.uk](mailto:office@ashtonkeynes.wilts.sch.uk). If you send an email, please include the teacher's name, class and pupil name along with the reason for the meeting.

- The School Office staff will relay messages onward as soon as possible. If made during working hours (8.45am – 3.15pm), your message will be relayed on the same working day. If made out of hours, your message will be relayed on the next working day.
- Teachers, members of staff will then aim to schedule a meeting with you within **five working days**. Part-time staff may require longer to schedule a meeting with you.

Please note that the day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, we request that you initially meet with your child's classroom teacher. Then if you require additional support, you can request to meet with either the Deputy Headteacher or the Headteacher. Meetings should always be pre-arranged with members of staff following the above guidance.

**In the case of an urgent situation, for instance if there is a serious family emergency or a child protection issue, please phone the School Office on 01285 861436 and the office staff will do their best to find a senior member of staff to see you.**

## Contacting You

Our preferred method of contacting you is via ParentMail for class or school-wide communications and then by telephone or email for pupil specific communications.

**Newsletters:** Each term, the Headteacher writes a newsletter to capture events from school and the community which is sent out via ParentMail. At the end of terms 2, 4 and 6 a longer newsletter with a summary from each class is provided.

**Class Newsletters:** These are issued by teachers along with the Class curriculum overview for the year. These can be found on class pages of our website. [www.akps.org.uk](http://www.akps.org.uk)

**ParentMails:** Emails sent via the ParentMail system are sent to parents/carers regularly with key information and reminders.

**Seesaw:** In EYFS, this is used as an online learning platform to support classroom learning and to share shine experiences. This should not be used as a direct communication tool with the class teacher; please follow the 'Contacting the School' procedure which can be found earlier in this policy.

**Term Dates and School Calendar:** Term dates including TD Days along with all key dates for the year are published on our school website [www.akps.org.uk](http://www.akps.org.uk).

**Website:** Our school website contains valuable information and resources for parent/carers and our pupils. [www.akps.org.uk](http://www.akps.org.uk)

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

Parents should check the website before contacting the school.

**Parents/Carers Evenings:** We hold two scheduled parents/carers evenings per year (one in the Autumn term and one in the Spring term), providing an opportunity for discussion about your child's progress, achievements and wellbeing.

**Ashton Keynes Village Newsletter:** we provide a monthly write-up for the village newsletter

## Social Media

Each class throughout the school has a class WhatsApp group which has been created and run by parents. Parents could use this for reminders of special days e.g. trips, forest school. It should be used as a supportive aid. The aim of this class group is to be inclusive and supportive of all involved and of the school. It should not be used as a forum to air grievances/concerns; these should be addressed directly with the school following the appropriate procedure.

## No Response

In the unlikely event that you have not received a response from the school within **three working days** please contact the school again by emailing [office@ashtonkeynes.wilts.sch.uk](mailto:office@ashtonkeynes.wilts.sch.uk) and an office staff member will chase up your enquiry. Communication with parents and carers is very important to us, and we will continue to monitor this policy to ensure we provide the most effective process possible.

## Vexatious Communications

In rare cases, parents or carers pursuing concerns or other issues treat staff and others in a way that is unreasonable and unacceptable. This can begin to impact negatively on the day-to-day running of the school and directly or indirectly, the overall wellbeing of the children or staff in the school. Whilst we recognise that some concerns may relate to serious and distressing incidents, we will not accept threatening or harassing behaviour towards any members of the school community.

In these exceptional circumstances, the school may take action in accordance with the Complaints Policy.

The school expects anyone who wishes to raise concerns with the school to:

- Treat all members of the school community with courtesy and respect;
- Respect the needs of pupils and staff within the school;
- Recognise the time constraints under which members of staff in school work and allow the school a reasonable time to respond;
- Recognise that resolving a specific problem can sometimes take some time.

Unreasonable behaviour and harassment may include actions which are:

- Obsessive, persistent, harassing, repetitive;
- Excessive correspondence or telephone contact about a concern;
- Deliberately spreading discord within the school community and/or on social media;
- Correspondence or telephone contact seeks to cause personal distress rather than

seek resolution.

This type of negative behaviour will not be tolerated and in such cases, will be dealt with as laid out in our Complaints Policy.

## **Communicating concerns**

We want a supportive Home-School relationship in which any problems are resolved as soon as possible. This is so that pupils' learning, which is of utmost importance at our school, is not damaged. A supportive partnership is far better for pupils than divisions between home and school.

Please contact the school as soon as possible if something is troubling you to do with our school or your child. You can do so by following the details listed above in the section "Contacting the School". We always encourage resolution of problems by informal means wherever possible. If your concern is not resolved to your satisfaction and you wish to take the matter further, please follow the Complaints Policy which can be found on our school website.