



Newtown C of E Primary School

Home School Communication Policy

Ratification Date:	May 2026	Signed:	Mrs Emma Howlett (HEADTEACHER) Mrs. Glynis Wright (Chair of Governors)
Next review	May 2027		

School Vision

At Newtown C of E Primary School, our motto is enriched and sustained by our Christian values of **Love, Courage and Friendship**, rooted in the teachings of the Bible. We are guided by the call to *“love one another as I have loved you”* (John 13:34), *“be strong and courageous... for the Lord your God is with you wherever you go”* (Joshua 1:9), and *“a friend loves at all times”* (Proverbs 17:17).

As a school at the heart of an evolving community, we warmly welcome children and families from a wide range of backgrounds and experiences. We are enriched by the unique qualities each child brings and value the talents and perspectives that help us grow together.

We are an aspirational school serving our community. We seek to know, understand and celebrate every child, nurturing their individual strengths and talents. We prepare our children to become confident, responsible global citizens in an ever-changing world, guided by our core values of love, courage and friendship.

Through **Love**, we show kindness, compassion and generosity, building a community where everyone feels safe, welcomed and valued. Through **Courage**, we persevere, meet challenge with confidence, and stand up for what is right with honesty and grace. Through **Friendship**, we grow together — encouraging one another, celebrating each other’s gifts, and looking to the future with hope and aspiration.

We live out these values by:

- Being a caring, welcoming and inclusive Christian community where staff, pupils, parents and governors work together in a safe and supportive environment, inspired by *“Above all, love each other deeply”* (1 Peter 4:8)
- Promoting the welfare and dignity of every child, safeguarding them from harm — including physical, sexual and emotional abuse, neglect and bullying — in accordance with statutory guidance in *Keeping Children Safe in Education* (Department for Education)
- Providing a rich, engaging curriculum that equips children with the knowledge, skills and character to become lifelong learners and responsible citizens, reflecting Christian teachings and British Values
- Building strong, positive partnerships with parents, the church and the wider community, and encouraging participation in local, national and global initiatives

- Fostering our Learning Behaviours of Resilience, Focus, Independence, Self-Regulation, Respect and Boundaries, encouraging children to act with integrity, perseverance and kindness in all they do

At Newtown, we want every child to know they belong, are cherished, and are capable of great things. Through **Love, Courage and Friendship**, we grow minds, shape futures and journey together in hope.

1. We believe it is important to create a safe, respectful and inclusive environment for pupils, staff and parents in our school. We encourage clear, open communication links with parents as we believe it has a positive impact on pupils' learning. It provides parents with the information they need to support their child's education and helps to build a partnership between home and school. Such communication can be entirely positive and practical for example to seek information, ask a question, clear up a misunderstanding or to draw attention to a matter. Sometimes there is a need to resolve an issue or misunderstanding.
2. We use the term 'parents' in this policy to refer to:
 - Anyone with parental responsibility for a pupil
 - Anyone caring for a child (such as grandparents or child-minders)
3. The term member of staff as referred to in this policy includes:
 - Anyone employed by the school
 - Anyone training in a professional capacity at the school
 - Governors (when acting in this capacity)
 - Volunteers at the school (when acting in this capacity)
 - Anyone employed through an external agency, who are acting in a professional capacity on the school site
4. This communication policy aims to set out the methods of communication available to parents for contacting the school and our expectations from parents when visiting our school or communicating with staff at our school.
5. We acknowledge that sometimes there can be situations that can be emotional and challenging for parents and staff to work through. Nonetheless, we expect all our community to show mutual respect. We have clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). We also expect parents to engage constructively with school staff and to work together with them in the best interests of our children.

6. We will only communicate with parents in respect of their own child at the school. Requests to raise a concern on behalf of another parent will be declined, as will be requests for information on another child. Should any correspondence be received from legal advisers then this will be shared with the school's legal advisers.
7. If parents are considering making a formal complaint, our complaints policy can be found on the school website. However, stage 1 of our policy suggests that other forms of communication can often help in resolving issues and we encourage parents to use this route. However, this is not compulsory and does not prevent the use of the complaints policy either straight away or after other forms of communication have been tried.

Communication with the school.

In the case of communications with the school, that are not raising a formal complaint the following guidance will apply. Please see Appendix A for the list of first points of contact.

Meetings

8. Face-to-face conversations are generally the best way of communicating with the school at drop off or pick up for quick, short messages.
9. When a member of staff is not able to speak to you immediately face-to-face due to school commitments, or a longer conversation is deemed necessary or appropriate, then a request for an appointment can be made to discuss the matter either in person or by telephone, at a later date. The school will aim to arrange that meeting within 5 working days.
10. Outside of teaching hours, all staff have additional duties. Therefore availability of staff outside of teaching hours should not be assumed.
11. Should a meeting be requested the decision of which staff member will attend will rest with the Headteacher.

Email

12. Parents are welcome to email the school, adminoffice@newtown.hants.sch.uk about non-urgent issues in the first instance.
13. Emails will be most helpful if they are concise, explaining concerns in a clear way. Lengthy and overly detailed accounts can make it more difficult to understand what is being explained and to respond in a timely or clear way.

14. The school will aim to respond within 3 working days. If a response is unable to be provided within this timeline, which can be to ensure a full and considered response, then a revised timeline will be provided and communicated. We ask that parents await a response from the school and that further emails are not sent pending that response, unless the new deadline has passed.

Phone calls

15. If a query or concern is time sensitive and urgent the parent should call the school office, who will liaise as necessary at the earliest opportunity. In most circumstances, teaching and leadership staff are unlikely to be available to receive calls due to teaching and other commitments.
16. If the query or concern is not time sensitive and urgent then parents should email or call the school office and the relevant member of staff will aim to contact them within 3 working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.
17. For general enquiries, please call or email the school office.

Social Media

18. The school will not respond to concerns raised via social media.
19. Where the social media site is run by the school, comments will be removed if they do not meet the criteria of the social media site, please see the Parent Code of Conduct which can be found on the school website.
20. Should the school be made aware of any physical threats or abusive behaviour towards staff members on social media then the school will consider reporting this to the Police and seeking the removal of this content from the site.

Communication during school hours/ working days

21. Staff will **aim** to respond to communication during core school hours 8:30-16:00, or their working hours (if they work part-time).
22. Parents should **not** expect staff to respond to their communication outside of core school hours 8:30-16:00, or during school holidays.
23. Staff may choose to work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Types of unacceptable behaviour and communication

24. There are some types of behaviour / communication that the school consider unacceptable.

These are as follows:

- Any physical aggression eg. slapping, hitting, punching and kicking;
- Physically intimidating a member of staff, or pupils e.g., standing very close to her/him;
- The use of aggressive hand gestures including finger pointing towards a member of staff or pupil;
- Spitting at a member of staff or pupil;
- Shaking or holding a fist towards a member of staff or pupil;
- Shouting at members of staff or pupils (either in person on school grounds, over the telephone or over video conferencing);
- Swearing, or using offensive language including derogatory language about a protected group or characteristic as defined by the Equality Act 2010;
- Threatening or offensive comments about a member of staff or pupil of the school; this can include verbally, via texts, emails, social media, etc.;
- Sending abusive messages to a member of staff, including via text, email or social media
- A large volume of emails in respect of the same matter over a short period of time.
- Continuing to raise the same issue despite it having been already addressed by the school.
- Posting defamatory, offensive or derogatory comments about the school, its staff, on social media platforms
- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Breaching or not conforming to the school's security procedures
- Covertly recording phone calls or meetings with member of staff
- Any other behaviour that is disrespectful, threatening or offensive

This list is not an exhaustive list but seeks to provide illustrations of such behaviour which has no place in our school community.

Actions that may be taken by the school as a result of unacceptable behaviour and communication

25. In the first instance, (if the unacceptable behaviour has occurred on site) the school will ask the parent to desist and/or leave the site. If the behaviour is of a serious nature, then the police will be contacted.
26. Thereafter the school (Headteacher/Member of School Leadership team) will gather information on allegations of unacceptable behaviour. This may include talking to the parties concerned or others as witnesses to the behaviour.
27. If unacceptable behaviour is considered to have occurred the following actions may be taken by the school, dependent on the severity/gravity of the behaviour:
- The parent will be told verbally that his / her behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.
 - The parent will be told in writing that his / her behaviour is considered to be unacceptable and, if it is not modified, the school will take further action.
 - Advising the parent that all future meetings with a member of staff will be conducted with a second person present and will be minuted;
 - Putting in place a contact plan to deal with any communication between the individual and school. For example, except in emergencies, communication to the school must be in writing only to a named individual and the school can set out timescales for school responses
 - A warning letter or an immediate ban from the school site;
 - Contacting the Police where behaviour is criminal in nature.
 - Seek advice from the local authority's legal team regarding further action.
28. The school will always seek to respond to an incident in a proportional way. The final decision for how to respond to the unacceptable behaviour and communication rests with the headteacher and, where necessary, the Governing Body

Appendix A

First Points of Contact

As Headteacher, I am the **Designated Safeguarding Lead** and of course, I am available if your queries or questions cannot be answered in the first instance by either your child's Class Teacher or the Assistant Headteachers. The **Deputy Designated Safeguarding Leads** are Mr Bagley, Mrs Grimshaw, Mrs Whittle, Mrs Stapenhill and Miss Claridge.

	Senior Leadership Team
	Mrs. J Furlonger is Assistant Headteacher: Teaching and Learning for Early Years and KS1 (Years R-2) and will answer all queries or concerns that you have if your child is in these year groups, if the class teacher has not been able to resolve this. Mrs Furlonger is a member of the Senior Leadership Team.
	Mrs K Grimshaw is Assistant Headteacher: Curriculum & Year 3/4 Lead and will answer all queries or concerns that you have if your child isn in these year groups, if the class teacher has not been able to resolve this. Mrs Grimshaw is a member of the Senior Leadership Team and a Deputy Designated Safeguarding Lead.
	Ms. C Oakes is Assistant Headteacher: Teaching and Learning & Year 5/6 Lead and will answer all queries or concerns that you have if your child is in these year groups, if the class teacher has not been able to resolve this. Ms. Oakes is a member of the Senior Leadership Team.
	Mr J Bagley is Assistant Headteacher: Inclusion and will answer all queries or concerns relating to your child's Special Educational need or disability. He is also the Designated teacher for looked after children and is responsible for leading in Pupil Premium. Mr Bagley is a member of the Senior Leadership Team and a Deputy Designated Safeguarding Lead.

	Members of staff that work closely with the Senior Leaders
	Mrs L Stapenhill is also the SENCO and a class teacher. Mrs Stapenhill will answer all queries or concerns relating to your child's special educational need or disability. Mrs Stapenhill is a Deputy Designated Safeguarding Lead .
	Mrs S Whittle is Home School Welfare Manager and is your first point of contact for all initial referrals, parenting queries, medical appointments, attendance and behaviour at home. Mrs Whittle is a Deputy Designated Safeguarding Lead .
	The Office Team
	Mrs G Scriven is the School Business Manager and Data Protection Officer, supporting the Headteacher and SLT. Managing the school budget and spending, HR, office administration and procurement. Mrs Scriven is the main point of contact for Data Protection matters.
	Mrs H Beames is the Marketing and Communications Admin Officer and is the first point of contact for admissions and manages the schools Management Information System, Arbor as well as co-ordinating the schools fundraising activities.
	Miss S Connor-Horton is the Senior Administrative Assistant and Receptionist and is your first point of contact in the school office, and can support with Arbor, dinner, clubs and trips queries.

School telephone number: 02392 584048

School email address: adminoffice@newtown.hants.sch.uk

School Address: Newtown CofE Primary School, Queens Road, Gosport, PO12 1JD