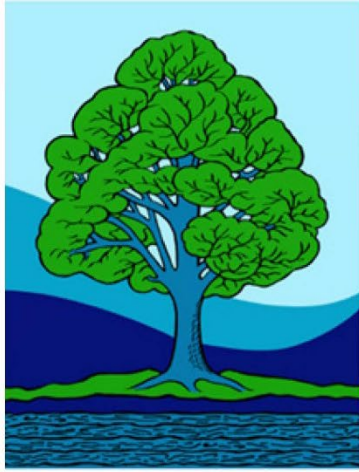




Rivertree Free School

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Article 3: *All adults should do what is best for you. When adults make decisions, they should think about how their decisions will affect children.*

Communication with Parents/Carers Guidance

Policy Status: Recommended

Review Cycle: Annually

Owner: Designated Safeguarding Lead

Date: February 2026

Approved by: SLT

Date: March 2026

Review Date: March 2027

The procedures outlined in this guidance relate to **all members of the school community**, including staff and parents/carers. If communication from a parent or carer becomes aggressive, hostile, persistent or inappropriate, staff must cease communication and notify SLT. If necessary, communication may be restricted to written form or via SLT where necessary. Staff are not expected to tolerate verbal abuse, intimidation or harassment. All staff will receive annual training on communication expectations as part of safeguarding and professional conduct updates.

Parents are expected to sign up for relevant communications and complete any information requested by the school, via School Comms or other means as required.

Formal Communication

- Formal communication will usually be by letter, email, or through reports for Annual Review and CIN.
- Any communication should use formal tone and language with appropriate format.
- This correspondence can be used during future queries.

Informal Communication

- Informal communication refers to that which occurs between a staff member and a parent/carers in response to an email, telephone call, or through an unplanned face-to-face discussion with a parent or carer.
- Whilst staff at Rivertree Free School communicate with parents/carers for a wide range of reasons, staff need to be clear about the reason for the communication.
- Some of this communication will be routine and/or planned and some will be unplanned.
- Communication should always be made in a professional manner and recorded appropriately.
- Any emails, or records of communication, could be used subsequently in case of queries so the tone should always be professional, and open.

Telephone Calls between Teachers and Parents/ Carers

- The Telephone Call will be made via the school phone and in an appropriate place ensuring confidentiality.
- Staff may contact parents/carers by phone when a matter would be better addressed through a conversation.
- Class Teachers should only communicate with parents/carers via telephone during standard school communication hours, typically between 8.00am and 4.30pm.
- In case of emergency, calls could be outside these times (in which case it will have been agreed by the SLT Line Manager responsible for the appropriate class or the Family Support Worker).

Parents/Carers Phoning In

The office will:

- Determine the nature of the call from a parent/carers
- Email the appropriate staff member
- Unless deemed an emergency by SLT or Family Support Worker:
 - the call back will be made outside of taught time
 - the office will inform the parent/carers that their message has been passed on to the relevant member of staff. Teachers will not be contacted directly during teaching hours unless the matter is urgent.

Home Visits

There may be times that home visits may take place:

- Communication from home visits must be logged on *MyConcern/SharePoint communication log* on the same day.
- At least **two staff members** must attend home visits unless authorised otherwise by SLT or Family Support Worker.

Recording

It is important to ensure that all communication with parents is recorded in line with the school Safeguarding policy. Communication includes Telephone calls and informal conversations. *When recording, Staff members will:*

- Always use a professional tone and language as records can be used in future queries or investigations
- Record their communication with parents/carers using the appropriate recording system (My Concern/SharePoint communication log)
- Complete My Concern/SharePoint communication log as soon as possible and on the same day of the communication made to ensure that all records of communication with parents/carers are kept in a secure place within the school

Emails with Parents/Carers

- All emails to and from parents/carers should be sent from the class email address, not direct staff emails addresses.
- Staff should only reply to parents' emails between 8am and 5pm and only on school days. Keeping communication to a limited period ensures both the parent and staff member are clear about professional boundaries in relation to availability.
- Any email related to safeguarding or welfare should be saved on My Concern/SharePoint communication log.
- Avoid sending long and detailed narratives- emails should be kept concise and focused, no more than 150 words.
- All email communication must remain courtesy, professional and focused on the pupil's needs.
- Aggressive, inappropriate, or disrespectful communication will not be tolerated and may result in restricted communication methods.
- By keeping emails brief and focused responses are handled more efficiently.

Emails with Pupils

- Staff should not email pupils individually unless previously approved by a member of SLT for a purpose related to the curriculum.
- If staff email a pupil, they must copy in the relevant SLT Member and Family Support Worker.
- If any pupil emails a staff member when this has not been previously agreed and arranged, they should alert a member of SLT immediately and they will advise what action to take.

Final Outcome Communication

Once a matter has reached a final outcome, the school will determine the most appropriate form of communication to ensure clarity and closure.

*Please see Staff Code of Conduct for advice around social media expectations, which works in conjunction with this policy.