



Hummersea Primary School

Communications Policy

February 2026

1. Purpose

At Hummersea Primary School, we believe that strong communication between home and school helps children thrive. We are committed to keeping parents and carers informed, involved and updated — while also ensuring that communication remains clear, manageable and purposeful.

We aim to:

- Keep families well informed about school life
- Share positive news and celebrate children's achievements
- Provide clear notice of important dates and events
- Respond to concerns in a timely and professional manner
- Protect staff time so that teaching and learning remain the priority

We are mindful that too much information can be overwhelming. Our approach is designed to provide **useful, timely communication without creating information overload.**

2. Our Communication Principles

We will:

- Communicate clearly and consistently
- Share information through agreed channels
- Provide advance notice wherever possible
- Focus on celebrating children's successes
- Keep communication purposeful and relevant

We will avoid:

- Sending unnecessary duplicate messages
- Sharing information through multiple platforms at once
- Overloading families with excessive updates

3. How We Will Communicate

Letters & Emails (via ParentPay)

All important information will be sent via ParentPay. This includes:

- School letters
- Consent forms
- Payment requests
- Educational visits
- Important policy updates
- Event information

Parents/carers are expected to check ParentPay regularly to ensure they do not miss key information.

Fortnightly Newsletter

A fortnightly newsletter will be shared with families. This will include:

- Key updates
- Reminders
- Celebration highlights
- Upcoming events

This regular schedule helps ensure families receive consistent updates without frequent individual messages.

Termly Dates

At the beginning of each term, we will send out:

- A calendar of key dates
- Planned events
- Parent meetings
- Celebration assemblies

We aim to give as much notice as possible so families can plan ahead. These are also available on our website.

Facebook (School Social Media Page)

Our school Facebook page is used to:

- Share positive news
- Celebrate achievements
- Highlight school events
- Showcase learning experiences

This platform is for information sharing only. It is not monitored for direct messages regarding any questions or concerns. Any queries should be directed to the school office.

Class Dojo

Class Dojo will be used to:

- Share positive learning highlights
- Celebrate achievements
- Showcase class activities

Teachers will aim to update Class Dojo on a fortnightly basis, ensuring it remains manageable and sustainable for staff.

Class Dojo is not the main platform for detailed conversations or concerns.

4. Managing Communication Effectively

Our primary focus is teaching and learning. To ensure staff can give children their full attention during the school day:

- Teachers will not respond to messages during teaching time
- Communication may not be immediate
- Staff are not expected to respond outside working hours

We ask for patience and understanding in this regard.

5. Parent & Carer Expectations

We value respectful and constructive communication. We ask that parents and carers:

- Use the appropriate communication channels
- Allow reasonable time for responses
- Communicate respectfully and courteously
- Follow the school's Parent/Carer Code of Conduct

We aim to acknowledge concerns as soon as possible. More complex matters may require additional time, particularly if investigation or consultation is needed.

If a matter is urgent, please contact the school office directly.

6. Communicating with the Class Teacher

If you need to speak to the class teacher:

1. Contact the class teacher in the first instance at the start or the end of the school day.
2. Alternatively, contact the school office to arrange a telephone call or appointment with the class teacher.

7. Safeguarding Communication

Safeguarding is our highest priority.

If you have any safeguarding concerns about a child:

- Contact the school office immediately
- Ask to speak to the Designated Safeguarding Lead (DSL)

Safeguarding matters will be handled confidentially and in line with statutory guidance. We may not always be able to share full outcomes due to privacy and legal considerations, but please be assured that all concerns are taken seriously.

If a child is in immediate danger, parents/carers should contact emergency services.

8. Reviewing the Policy

This policy will be reviewed annually to ensure it remains practical, effective and manageable for both families and staff.

In Summary

We want communication to be:

- Clear
- Positive
- Timely
- Respectful
- Manageable

By working together and following these agreed approaches, we can ensure that communication supports our children's learning without overwhelming families or staff.

Thank you for your continued support and partnership.

