



St. Thomas More Catholic Primary
School.

Communication Policy 2026

Introduction.

Good communication is an essential part of the relationship between all stakeholders in our school. It enables pupils, staff, children and governors to feel valued and have their opinions listened to.

Aim.

To ensure that St. Thomas More Primary school is a thriving and successful school, we must communicate effectively with each other, to our children, with families and with wider areas of our community. We need to ensure that all stakeholders are honest, respectful, ethical and professional.

Contact details.

The school holds emergency contact details for all children on the school's management information system, Arbor. Parents are given access to this system via the Arbor Parent Portal and are therefore able to view the contact details we hold and make any changes as necessary. Families are expected to do so immediately as failure to do this could result in a delay with communication during an emergency.

Communications with families.

Families are welcome to visit school to discuss their child's progress, ask questions, gain support or to talk about anything of concern. We ask that class teachers are approached in the first instance as they will have most knowledge and understanding about your child.

Outside of teaching, class teachers and other staff have commitments and duties which they need to perform either before or after school, during break and sometimes during lunchtime.

We will try to facilitate requests for same day meetings, but this may not always be possible for the reasons stated above. When this is not possible, we will aim to see parents within 3 working days. By doing this, any meeting that takes place will be relaxed and staff will have the appropriate amount of time to talk and listen.

The following list, whilst not exhaustive, covers the main ways in which we will communicate with families:

- **Weekly newsletter:** this is sent out weekly via Class Dojo.
- **Class Dojo:** When Dojo was first set up, it was primarily for children to be rewarded with points for good behaviour and work, and for parents to share in their success. Another (secondary) use is for us to inform parents of events and

for parents to send in examples of their children's' work and activities done outside of school. Dojo is there as a simple, quick messaging service, but should NOT be relied upon as a primary tool of communication. Long, drawn out or aggressive messages will not be responded to.

- **E-mail:** Parents can e-mail staff via the school office (office@st-thomasmore.staffs.sch.uk). Again, staff will generally be busy and could take up to 3 days to respond, although we will always aim to do this quicker. We advise parents not to go into huge detail in an e-mail, but wait until the face to face meeting.
- **Arbor:** At times school may use the Arbor system to send in-app notifications and emails via the contact details provided.
- **Facebook:** The school has a closed Facebook page which is monitored by school staff. Again, this is only for general information and shared news, and should not be used as a tool for complaint or concern. Anyone found to be using this incorrectly will be removed. Staff are instructed not to answer questions or queries directly unless they are admin, and again, this will be done in a timely manner.

In all forms of communication, staff will only respond during working hours

Telephone calls

Inbound: All calls will be answered by staff in the main office. It is our policy that teaching staff are not interrupted for calls unless it is an emergency. Messages will be taken and forwarded onto the relevant person when it is convenient and appropriate to do so. Staff will aim to respond within 3 working days.

Outbound: Telephone calls will be made where immediate contact with family is required i.e. for injuries or accidents. Staff will use the emergency contact details listed on the Arbor system.

School website.

The school website www.stthomasmoreprimarygreatwyrley.co.uk provides an opportunity to share information and promote the school with a wider audience.

Other information.

The school will not accept nor act upon anonymous communication unless it is in relation to matters of serious Child Protection.

When communication becomes inappropriate, aggressive, vexatious, persistent or disproportionate and the school deems it to be unacceptable, then the headteacher and/or governors will deal with this on a case by case basis.