

# **Gilded Hollins Community School**



## **Communications Policy**

Spring 2026

This policy has been written with due regard to the Equality Act 2010



## GILDED HOLLINS SCHOOL

### Communication Policy



#### **Communication Policy**

At Gilded Hollins Primary School, we are fortunate to have a dedicated and supportive school community. At our school, the staff, governors, parents, and carers alike recognise that the education of our children requires an excellent partnership between all these parties. Good relationships form the foundation of such a partnership, and these develop through good communication. This policy sets out both how we communicate with parents to enable them to participate fully in the life of our school and how parents should communicate with us.

#### **How our school communicates with parents, carers and families**

Communication is hard to get right every time, but we firmly believe that good communication between home and school will ensure that all children are well supported to achieve, progress and feel happy at school.

Face to face communication is usually the best option when talking to us because it leaves less room for confusion and is more immediate. Each morning, the headteacher or a member of our senior team is available to speak with families on the school gate. Parents can also speak to teachers when collecting children from the playground at home time.

We give families regular updates which offer information and share the highlights of life in school.

We do this using the following methods:

- **Our website:** Parents and the public can find up-to-date information about our school, our curriculum, our policies, and our practices on our website.
- **Our regular newsletters:** Each fortnight during term-time, we produce our newsletter, celebrating life and learning around school. This includes pictures and news for all families. We share this via Parentmail and Seesaw. Links are also available on our website.
- **ParentMail:** All parents are encouraged to sign up to ParentMail. Whole-school letters and updates are shared with parents via the ParentMail platform and parents receive alerts to their email addresses. We send home whole-school letters several times each term. If you are not signed up for ParentMail, please contact the school office.

- **Seesaw:** We use Seesaw, which is an app parents can download to their phones or other devices. We share class updates and whole school letters/updates via this app. We also communicate with parents individually via the app's messaging service.
- **Phone or meet in person:** When we need to speak to parents individually, we phone them or speak to them personally. Therefore, it is important we have up to date phone numbers for families and emergency contacts - please let us know if your details change.
- **Text:** Occasionally we will text parents if we need to get an urgent message out to families quickly.
- **Social Media:** We are increasing our use of social media so parents can access updates and information easily on the apps you already use.

### **How parents, carers and families can communicate with our school**

- **On the gate:** The headteacher, or deputy headteacher in her absence, is available each morning on the gate.
- **Via Seesaw:** Parents can contact teachers directly via Seesaw. However, to give teachers a work-life balance they have been requested not to answer Seesaw before 8.00am or after 5.30pm. They will aim to respond, if needed, within two working days. Please note that Seesaw is **not** a messaging service to inform school of pick-ups, medical appointments, etc. All such messages should be sent through the school office as a brief email, not through Seesaw as teachers may not pick up these messages during the school day.
- **Via the school office:** All brief, important messages (appointments, change of collection times, medical appointments etc) must be communicated through the school office. This can be by phone or email. Teachers will not normally share personal email addresses.
- **After school:** Most teachers are available for a quick chat after school. However, if you need to speak to a teacher for longer, please make an appointment to speak to them via the school office or Seesaw. We ask that all parents/ carers speak to staff personally or on the phone rather than email. Time spent answering emails takes all staff away from teaching and learning and lengthy conversations are best had face to face.

We understand that everyday frustrations can cause misunderstandings and have a negative impact on our relationships with families. At Gilded Hollins, we are committed to resolving difficulties in a constructive manner through open positive dialogue. This avoids further misunderstandings and ensures that the children's needs are met in every circumstance.

Our school already has a code of conduct for all our employees, but this policy is aimed at the wider school community so that all can see and understand the expectations for the behaviour

of all visitors or those connected with the school. The policy aims to clarify the types of behaviour that will not be tolerated and seeks parental agreement to these expectations. The policy also sets out the actions the school can take, should this policy be ignored or where breaches occur.

***Behaviour that will not be tolerated:***

- Disruptive behaviour which interferes or threatens to interfere with any of the school's normal operation or activities anywhere on the school premises.
- Any inappropriate behaviour on the school premises.
- Using loud or offensive language or displaying temper towards any member of the school community.
- Threatening, a member of staff, visitor, fellow parent/carer, pupil, or governor in any way
- Damaging or destroying school property.
- Sending abusive or threatening emails or text/voicemail/phone messages or other written communications (including social media) to anyone within the school community.
- Defamatory, offensive, or derogatory comments regarding the school or any of the pupils/parents/staff/governors at the school on social media or other sites
- The use of physical, verbal, or written aggression towards another adult or child.
- Approaching someone else's child to discuss or chastise them because of the actions of this child towards their own child. Such an approach to a child may be seen to be an assault on that child and may have legal consequences.
- Smoking, taking illegal drugs or consuming alcohol on school premises. (Alcohol may only be consumed during authorised events)
- Dogs being brought on to the school premises, whether on a lead or carried. (Other than medical assistance and guide dogs)

The school reserves the right to take any necessary actions to ensure that members of the school community are not subjected to any form of inappropriate behaviour. Therefore, should **any** of the above behaviour occur on school premises, the headteacher will:

- Issue a verbal warning to the offending adult.
- Issue a written warning to the offending adult if the behaviour merits this, such as when behaviour is repeated or if the behaviour is so intimidating or aggressive it could be unwise or unsafe for the headteacher to speak to the person concerned directly.
- Ban the offending adult for a fixed period, or at certain times, if such behaviour continues. However, such a ban can be issued immediately, if the behaviour is considered so inappropriate. School premises are private property and parents/carers

have been granted permission from the school to be on school premises, so that permission can be withdrawn.

Unacceptable behaviour may also result in the police being informed.

Please note:

- It is an offence under section 547 of the Education Act 1997 for any person (including a parent/carer) to cause a nuisance or disturbance on school premises. The police may be called to assist in removing the person concerned.
- School is not responsible for organising arrangements for children in the above circumstances. Parents/carers will need to provide alternative arrangements for bringing children into school.
- Parents / carers must make sure all persons collecting their children are aware of this policy.
- Parents/carers have the right of appeal by writing to the Chair of Governors, within ten days of permission to enter the school premises being withdrawn.
- We trust that parents/carers will assist our school with the implementation of this policy, which you have also agreed to by sending your child to the school.

### **Issues of conduct with the use of social media**

Most people take part in online activities and social media. It's fun, interesting and keeps us connected. There are various online school groups managed by parents for parents, such as school Facebook pages and WhatsApp groups, and they can be a wonderful source of knowledge, support, and advice. We encourage you to engage with these positively if you wish. Within these spaces however, we ask that you use common sense when discussing school life online. Think before you post.

We ask that social media, whether public or private, should not be used to voice complaints against the school, school staff, parents, or pupils. We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, pupil, or member of staff.

If parents have any concerns about their child in relation to the school as we have said above, they should:

1. Initially contact the class teacher
2. If the concern remains, contact the head teacher.

*Online activity which we consider inappropriate:*

- Identifying or posting images/videos of pupils
- Abusive or personal comments about any aspect of the school, staff, pupils, governors or other parents
- Bringing the school into disrepute
- Posting defamatory or libellous comments
- Emails circulated or sent directly with abusive or personal comments about staff or pupils.
- Using social media to publicly challenge school policies or discuss issues about individual children.
- Threatening behaviour, such as verbally intimidating staff, or using bad language.
- Breaching school security procedures

**Modelling good behaviour**

We ask that parents model appropriate use of face-to-face communication, social media and/or online platforms to their children by being kind, respectful and considerate. This, in turn, will support children to understand/mirror what we expect in our school community regarding their own behaviour. Together we can create a positive and uplifting environment, not only for the children but also all who work and visit our school.

Reviewed Annually