



Abberley Parochial V.C. Primary School

Rooted and Grounded in love

Communication Policy

March 2024

Review: September 2026

Ephesians 3:17-19

That Christ may dwell in your hearts through faith, as you are being rooted and grounded in love. I pray that you may have the power to comprehend, with all the saints, what is the breadth and length and height and depth, and to know the love of Christ that surpasses knowledge, so that you may be filled with all the fullness of God.

- We will feel loved and show love to others in our school and community
- We will seek to grow in our understanding of all that is around us, encouraging all to live well together
- By living our school vision, we will live a fulfilled life and be positive agents of change.

School Communications Policy

Intent

We value a strong partnership with parents and carers, and open communication between home and school is essential. We understand that both teachers and families have busy schedules, which can sometimes make direct communication challenging.

Children often share both positive and negative experiences from their school day, and we know that parents may turn to social media for more information. However, the most reliable way to understand what happened at school is to speak directly with staff before drawing conclusions, as this ensures an accurate picture of events.

To support effective communication between home and school, here are some helpful steps you can take

Meetings

If you have a concern which has happened during the day then the first person you need to speak is your child's class teacher.

- Classroom teachers are either on duty on the playground or in their classrooms during the morning drop off sessions where you can speak with them without making an appointment (8.40 am - 8.50am). Classroom teachers are on the playground at the end of the day ensuring children go home with the correct adult (3.20pm). These are ideal opportunities if you need a quick query answered or you want to pass on a small piece of information.
- If you need to speak with the teacher and you require a longer meeting or you do not want your child present, then either see the teacher and book with them a time which suits you both or phone/ email the **school office** (office@abberley.worcs.sch.uk) to arrange a meeting.



- For non-urgent meetings we aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.
- Your child can hand over any written correspondence during morning registration to their teacher from home.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please go to the office and staff will find a senior member of staff to see you.

Telephone

Please use the main school number (01299 896332) to leave a message for a teacher to contact you:

- Office staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please use the office email (office@abberley.worcs.sch.uk) if you need to contact staff directly and address the email to the staff member. The office will then internally forward the email to the staff member:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.
- Teachers will respond during the school office hours (8am – 5pm)

Contacting the Headteacher

Mrs. Shelley is available at the main school gate every morning and most afternoons at pick-up, unless she has a pre-arranged meeting. If you'd like to schedule a meeting, you can do so in person, by phone, or via email through the school office.

For classroom concerns, please speak with your child's teacher first. If further discussion is needed regarding the outcome of this initial meeting, you can arrange a meeting with the headteacher.

For urgent safeguarding matters, please email Mrs. Shelley directly at head@abberley.worcs.sch.uk if you're unable to speak in person

Contacting You

Abberley staff may chat with parents and carers at drop-off and pick-up to share quick updates.



For general communication, we use a secure email system to send weekly newsletters, trip details, and updates on events—such as delays to a school trip’s return time.

If we need to reach you directly, we’ll call the contacts listed in priority order. Please make sure the office has your most up-to-date phone numbers and email addresses.

Sharing Class Information

The best place to find class updates is in the class section of our weekly newsletter. Here, teachers share timetables, homework, recent learning, and plans for the upcoming week. It is parents’ responsibility to read the weekly newsletter.

We also celebrate student learning with news articles published on our school website throughout the week, which are then included in the newsletter. [News - Abberley Parochial V.C. Primary School](#)

To encourage independence, teachers may sometimes give children verbal messages to pass on at home. While we understand this isn’t always 100% reliable, it’s part of our goal to help students develop communication skills and comprehension. If a message is missed, it’s usually nothing serious—like a child forgetting their PE kit for an extra sports activity.

Communicating on your child’s progress

We value open communication with parents and carers and aim to keep you informed about your child’s progress throughout the year.

In the first half of the Autumn term, we hold a parents’ evening to discuss how your child has settled in. Reception parents will hear about their child’s first few weeks and how to support learning at home. Parents of children in Years 1–6 will receive an interim report outlining three key targets and their child’s attitude to learning across subjects.

In the Spring term, another parents’ evening provides an opportunity for an in-depth conversation with the teacher. You’ll receive an updated interim report and have the chance to look through your child’s books to celebrate their progress together.

At the end of the Summer term, you’ll receive a full written report detailing your child’s progress and whether they are working in line with national expectations.

For children receiving additional support, the SENCO (Special Educational Needs Co-ordinator) will arrange termly meetings to discuss interventions and any external reports—these are in addition to parents’ evenings.

We are always looking to improve communication and will continue to review our approach to ensure it works best for everyone.

