



Berry Hill Primary School

Communication Policy

Guidance and Expectations

This policy was adopted: January 2026

Policy will be reviewed: January 2027

1. Introduction

At Berry Hill Primary School, we value strong, respectful and effective partnerships with parents and carers. We believe that clear communication between home and school is essential in supporting children's learning, wellbeing and development.

This policy sets out how we communicate with families, how parents and carers can communicate with us, and the expectations and boundaries that help communication remain positive, purposeful and manageable for all. It should be read alongside the school's Complaints Policy and Code of Conduct for Parents.

Our communication approach is underpinned by our school values:

Be Kind • Work Hard • Be Brave

2. Aims of the Policy

This policy aims to:

- Promote clear, respectful and effective communication between home and school
- Ensure communication supports pupils' learning and wellbeing
- Protect teaching time and staff wellbeing
- Clarify appropriate methods and times for communication
- Set clear boundaries where communication becomes excessive or unreasonable

3. How the School Communicates with Parents and Carers

We use a range of methods to keep families informed:

3.1 ClassDojo

- ClassDojo is our primary internal communication platform. It is used to:
- Share class news, celebrations and reminders
- Share whole-school updates
- Communicate positively about learning and behaviour
- Send low-level, non-urgent messages between parents and class teachers

ClassDojo is not used for complaints, urgent matters, or lengthy discussions.

3.2 Teachers2Parents (Text Service)

We use the Teachers2Parents text service but generally only for urgent messages, such as emergency changes to arrangements. Please ensure that school always has up to date contact numbers for parents and carers.

3.3 Email and Telephone

- The school office is the main point of contact for queries, concerns and requests for meetings
- Administrative matters (attendance, appointments, collection arrangements) must always go through the school office

3.4 Face-to-Face Communication

- Senior leaders are present on the school gate each morning to greet families, support a calm start to the day and be available for any short and non-complex conversations
- Brief messages can be shared, but mornings are not suitable for longer conversations

3.5 Website and Social Media

- Our website contains policies, newsletters and key information
- We use Facebook and X (formerly Twitter) to celebrate school life but use these public-facing methods of communication sparingly
- Social media is not used for individual communication or to raise concerns

4. How Parents and Carers Can Contact the School

To ensure concerns are addressed efficiently and appropriately:

- Class teachers should be the first point of contact for most concerns
- Contact should be made via ClassDojo (for low-level matters) or the school office
- Requests for meetings must be made through the school office

Turning up without an appointment may mean that staff are unavailable.

5. Response Times

We aim (but cannot guarantee) to respond within the following timescales during term time:

- Class teachers: within 1 working day
- SENCo or senior leaders: within 2–3 working days

Please note:

- Staff do not routinely check messages during teaching time
- Responses are not expected outside of working hours
- Teaching and safeguarding duties always take priority

6. Morning and End-of-Day Communication

We understand that quick messages sometimes need to be shared. However:

- Mornings are focused on pupil supervision and starting learning promptly
- Long or detailed conversations are not appropriate at this time
- Teachers cannot engage in extended discussions while responsible for a class

If you need to discuss a concern in more detail, please contact the school office to arrange a meeting.

7. Access to the SENCo, Headteacher and wider Senior Leadership Team

- The SENCo and Headteacher have significant responsibilities across the school
- Meetings must be requested and booked via the school office
- Turning up without an appointment may not be possible

Please note:

- Our SENCo, Miss Smith, is contracted to work Monday to Wednesday only

- Messages or meeting requests outside these days will be responded to when she is next in school
- Many concerns can be resolved effectively with the class teacher and do not require escalation.

8. Use of ClassDojo – Expectations and Boundaries

ClassDojo is intended to be a positive and supportive communication tool. Parents and carers should note that:

- Teachers may not read messages until the end of the school day
- It should not be used for complaints or critical messages
- It should not be used for urgent matters
- Excessive or lengthy messaging is not appropriate

The school has a duty of care to protect staff wellbeing. Communication that causes undue stress or pressure is not acceptable.

9. Repeated, Excessive or Unreasonable Communication

We recognise that parents may feel anxious or worried about their child at times and we are committed to listening and working constructively with families. However, continual, repeated or lengthy communications, particularly when issues have already been addressed or where expectations are unreasonable, can place disproportionate demands on staff time and may begin to feel intrusive.

In line with Local Authority guidance and our duty to safeguard the wellbeing of pupils and staff, the school will take action where communication becomes unmanageable, inappropriate or causes distress.

Examples may include:

- Repeated messages about the same issue after a response or outcome has been provided
- Expecting immediate or constant responses
- Contacting multiple members of staff about the same concern
- Sending frequent or lengthy messages that go beyond reasonable communication

9.1 Steps the School May Take

Any action taken will be proportionate, reasonable and in line with Nottinghamshire Local Authority guidance. Steps may include:

1. Speaking with the parent/carer to clarify expectations and agree appropriate boundaries
2. Limiting communication to specific times, methods or frequencies
3. Directing all communication through the school office
4. Assigning a single named point of contact
5. Requiring communication to be in writing or face-to-face meetings only, depending on the nature the 'Repeated, Excessive or Unreasonable Communication'
6. Temporarily suspending access to ClassDojo
7. Issuing a formal written warning
8. Seeking advice from the Local Authority or taking further action where necessary

These measures are intended to support respectful communication and ensure the school can continue to operate effectively for the benefit of all children.

10. Complaints

Berry Hill Primary School has a separate Complaints Policy, available on the school website, which is compliant with Nottinghamshire Local Authority guidance.

Parents and carers are expected to follow this procedure when raising formal complaints. Concerns should not be raised via social media or ClassDojo.

11. Final Statement

Berry Hill Primary School is committed to working in partnership with families in a respectful, open and professional manner. Clear communication and shared understanding of expectations help us maintain a safe, calm and purposeful environment.

By adhering to this policy, parents and carers support the school in meeting its responsibilities under Local Authority guidance, safeguarding duties and employment legislation, while allowing staff to focus on what matters most: teaching, learning and supporting every child at Berry Hill Primary School.