



Bassingbourn
Community Primary School

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Communication Policy

This policy was ratified in: September 2024

Review Date: September 2025

Statement: Bassingbourn Primary School staff and its parents/carers recognise that effective home/school communication is vital in assisting in the educational progress and the welfare of all pupils. To this end, communication will be conducted in a manner that ensures that matters are dealt with in an open and mutually respectful manner.

The following outlines the school policy with regards to email, letter or other forms of communication in school and between home and school.

Members of staff will:

- Aim to acknowledge communication from parents/carers within 2 working days.
- Provide a more in-depth response (if appropriate) within 5 working days, this may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.

If a member of staff is not able to deal with the request directly then they will pass it on to the most appropriate person. The first line of contact for parents/carers should always be the class teacher or the school office. Complaints should be made following the correct procedure outlined in our complaints policy, which can be found on our website. Communication which does not follow this process will be referred back to the appropriate person or team.

Lines of Communication:

In the first instance, Office or Class Teacher(s)

(If this is email contact, please use the addresses below)

If the office/class teacher(s) determines that this communication needs to be escalated further:



Senior Leadership Team

If SLT determines that the communication needs to be escalated further:



The Governing Body/External advisors /The Local Authority /Other Professional Organisations

Safeguarding concerns are always shared with a Designated Safeguarding Lead (DSL), who will determine the course of action.

GDPR guidelines will always be followed when sharing information.

At any stage of the above process, communication may be escalated. The escalation process may be followed out of it order in circumstances where staff determine that it is appropriate and in the best need of a pupil or pupils to do so.

Main School Contacts

School Office: office@bassingbourn.cambs.sch.uk

School Finance: finance@bassingbourn.cambs.sch.uk

Monet EYFSM@bassingbourn.cambs.sch.uk

Hokusai EYFSH@bassingbourn.cambs.sch.uk

Matisse 1Me@bassingbourn.cambs.sch.uk

Van Gogh 1Vg@bassingbourn.cambs.sch.uk

Hepworth 2Hh@bassingbourn.cambs.sch.uk

Moore 2Me@bassingbourn.cambs.sch.uk

Cassatt 3Ct@bassingbourn.cambs.sch.uk

Turner 3Tr@bassingbourn.cambs.sch.uk

Lichtenstein 4Ln@bassingbourn.cambs.sch.uk
Hockney 4Hy@bassingbourn.cambs.sch.uk
Baldessari 5Bi@bassingbourn.cambs.sch.uk
Banksy 5By@bassingbourn.cambs.sch.uk
Whitread 6Wd@bassingbourn.cambs.sch.uk
Wiltshire 6We@bassingbourn.cambs.sch.uk

Staff will not be expected to monitor or respond to emails out of their normal working hours (including weekends and published school holidays).

Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, they will refer this to a member of SLT who will decide if further action will be taken.

In recent years, communications between home and school have shifted quite dramatically from pen and paper and face to face to email; with email becoming the preferred and predominant mode of communication. Email provides us with a quick, cheap and easy means of communication. As a result it is used for such a wide range of communications, it has also become increasingly difficult to distinguish between formal and informal communications.

The school expect teachers to be fully prepared, focused and engaged with pupils and supporting their learning. Whilst administration staff and support staff may be able to access emails more routinely, the primary function of teachers and leaders is to provide the highest quality of education possible. Constantly monitoring and responding to email prevents staff from doing this.

The school works hard to provide parents with timely and informative information concerning their child's progress throughout the year. Currently these are: one full yearly report, 2+ in year parent meetings with report on progress and behaviour. In addition to this staff may also telephone, write or email a parent to inform them of a serious incident or serious ongoing concerns about a child's behaviour or attitude to learning. They would not be expected to maintain a running dialogue about such matters, unless it has been agreed as part of an individual support plan or EHCP process.

The school also uses the website and newsletters to communicate further key information. We expect all staff to communicate professionally and within the boundaries of our school policies, most notably, our Safeguarding Policy.