



Northstar
New School

Communication Policy 2025-2026

This policy was reviewed on:

Date: September 2025

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Policy will be reviewed on: August 2026

This policy was ratified/reviewed by Governors on:

Date: September 2025

Frequency of review: Annually

Note: This document uses the most current Government information and guidance at the time of writing. It may change according to Government policy.

1 | Rationale

Effective communication is essential if all members of the school community are to work together. It is through effective and interactive communication that information is transmitted, understanding is developed and shared, trust is built and appropriate action is taken.

2 | Purposes

The purposes of effective communication are to build a shared understanding of the aims, principles and work of the school which will ultimately enhance the learning and all-round development of the children.

3 | Effective communication

- promotes a spirit of partnership between parents, school and community
- generates confidence and pride in the work of the school
- improves the effectiveness of the school
- creates a positive ethos for learning
- promotes an awareness of all aspects of school life

4 | Guidelines

Communication between the school and members of the school community reflect statutory requirements and what we believe is important to our school.

The professional integrity of the school must be upheld at all times and discussion about pupils and events in school should not be discussed with a third party where it could damage the school or affect the privacy of a child.

Peripatetic and therapeutic staff must hold this professional outlook at all times and keep aspects related to pupils and their ability or actions private and not discuss them outside school or with another school or parent.

Governors should uphold their professional standing and treat confidential information with due care.

Communication takes place in the following ways:

5 | Home-School Communications

- The school welcomes parents to raise any issues about their child at the earliest opportunity and teachers will try and talk to parents as soon as possible. Whilst teachers are more than happy to talk to parents regarding any concerns first thing in the morning, before school, discussions are sometimes best after school. Where this is not possible an appointment will be made.
- If a member of staff wishes to talk to parents about sensitive issues, they must find an appropriate location to have the discussion and not discuss personal information in a public space. Failure to act in a professional manner may lead to disciplinary action being taken
- Parents will also respect this when having discussions with a member of staff. Any aggressive behaviour or raising of voices will not be tolerated.
- Letters about specific activities/events are sent when necessary.

- Parents are invited to reply to these when necessary to give permission for their child to participate in an activity.
- A Home-School Book can be used to ensure a dialogue is maintained between teachers and parents, this is always the case with LAC.
- Information about curriculum issues and initiatives are sent when necessary. Progress days/coffee afternoons are held when appropriate.
- Homework (all) and reading records (KS2) go home on a regular basis.
- If a child is absent from school, parents are asked to inform the school as soon as possible.
- Parents are asked to inform the school as soon as possible if there are any changes in personal or family circumstances, especially changes of address and contact telephone numbers (including mobile phone numbers) and any medical information that the school may need to know about their child
- We send text messages to parents' mobile phones. This means that we can pass a message to groups of parents quickly and easily. Nothing can replace a telephone call when it is needed and so mobile text messaging will only be used in appropriate situations. Examples of this might be:
 - ◆ Changes to school meetings or events
 - ◆ Cancellation of after school activities
 - ◆ Class trip reminders
 - ◆ School closures of any kind
 - ◆ Communicating the successes/achievements of the child
 - ◆ Informing parents of events.

6 | Home-School Agreement

A code of conduct, standards and expectations agreed between school and parents which parents are asked to sign upon their child's entry to the school.

7 | Reports to parents

A report on each child's progress in each subject area of the curriculum that identifies strengths and areas for future development is written termly.

8 | Parents Consultation Meetings

These are formal private meetings between parents and their child's class teacher and take place once a year. Parents have the opportunity to look at their child's work and discuss progress and well-being. The class teacher meets with parents to discuss the individual Special Educational Needs and Individual Education Plans for their child.

9 | Governor communication with parents and staff & Staff and parent communication with Governors

Governors and parents can communicate through:

- Letter
- Email via cog@northstarnurtureschool.org
- Governors are available to meet parents - by appointment only.
- The Chair of the Governing Body contact details are available from the school office and the school website.