



**St Mary's Hampton**  
Church of England Primary School

# Communications Policy

Review Frequency: Annual

Reviewed by: Associate Assistant Headteacher and Headteacher

Next Review: Autumn 2027

Agreed by Head Teacher & Local Governing Committee: Spring 2026

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## 1. Purpose and scope

At St. Mary's Hampton, we believe that parents are a child's first and most important teachers. Your influence shapes the foundation of their learning, curiosity and development. We recognise that every child has a unique gift and limitless potential, and it is through our shared efforts that they can truly flourish. Together, we create a supportive and nurturing environment where each child is encouraged to dream big, explore boldly and grow with confidence.

This communication policy is designed to keep you informed, involved and engaged, ensuring that every step we take aligns with your insights and aspirations for your child. Your voice matters and we are here to listen, collaborate and celebrate successes together.

At St Mary's Hampton, we believe in the importance of:

- Partnering with parents to support and enhance their child's learning journey
- Creating a safe, respectful and inclusive environment for pupils, staff, and parents alike
- Consistently modelling positive and appropriate behaviour for our pupils in all that we do

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct), pupils (through our behaviour policy) and parents (through the communications policy).

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders).

## 2. Legal framework

This policy operates in line with the following statutory requirements:

- UK GDPR and Data Protection Act 2018
- Keeping Children Safe in Education (KCSIE)
- Equality Act 2010
- Freedom of Information Act 2000
- Education Act 2002 (Complaints)
- Communications Act 2003

The school will ensure all communication practices comply with these legal duties.

## 3. School communications

### Rationale

The staff and governors of St Mary's Hampton understand the need to establish and foster clear lines of communication with the school community. There is a need to ensure that all stakeholders, including parents and carers, staff and governors and the wider community all work together to ensure the very best for every child that attends the school.

We aim to have as many relevant lines of communication as possible between all stakeholders to reinforce the importance that everyone has in supporting the school, as well as ensuring there are clear and well-established ways to feed back and be informed on all elements of school life.

This policy establishes those aims and explains the school's commitment to communicating with all stakeholders in the community, the responsibilities of parents, carers & guardians and the expectations of all involved.

## **Aims**

At St Mary's Hampton, our aim is that the whole school community feel part of one team and is partnering together to achieve the best outcomes for the children.

We ensure all communications are:

- Clear
- Timely
- Accurate
- Complete

## **School Responsibilities**

The school will undertake to ensure that:

- Parents and children have clear lines of communication with staff and governors
- The curriculum is clearly communicated to parents
- Parents are informed of forthcoming events within appropriate timelines.

## **Parents/Guardians/Carers**

Parent/Guardians/Carers should commit to:

- Read all communications issued by the school.
- Act on the communication (for example, attending special meetings) when required.
- Raise issues, concerns or feedback at the earliest opportunity with the school respectfully and in the appropriate manner.
- Abide by the Home School expectations (table below) in terms of discussion of school on social media/public forums and the expectations set out above

## **Local Governing Committee**

The local governing committee commits to:

- Contribute at least on a termly basis to the school newsletter with updates on the work of the local governing committee.

## **Methods of School Communication**

- **Fortnightly Newsletter**

*This will be the main established way of communicating the latest news to the school community with notices and timely reminders of upcoming events plus occasional updates from individual class teachers, governors and the PTFA. Regular safeguarding updates will also be communicated when appropriate.*

- **Email (via Arbor)**

*Where required the school will use e-mail to send out notifications and more urgent updates from the school.*

- **Website**

*As the school continues to improve the website, we aim to make this the destination to catch up on all key communications. All our policies will be available here, as well as all key general information about the school, its staff, and its philosophies.*

- **School Instagram and Facebook Pages**

*This is for retrospective messages, photos from events or catching up on what the children have been up to.*

- **Letters**

*Occasionally letters have to be sent to parents and carers to ensure they are delivered to you rather than being reliant on technology. This will either be by post or placed in the children's book bags as appropriate.*

- **Telephone**

*Contact via telephone is for urgent issues where the school need a response quickly or need to inform a parent or carer personally.*

- **Reading Diaries**

*This is a log of your child's reading and provides the school and the parent body the means to monitor the progress of a child. These should only be used for this purpose only.*

- **Parent Meetings**

*We value open communication and know how important it is to stay connected about your child's progress. Parent meetings are held twice each year, in the Winter and Spring terms, with dates set at the start of each school year. These scheduled appointments provide an opportunity for parents and carers to discuss their child's progress, ask questions and share insights with the class teacher.*

*If you have concerns at any point during the year, we encourage you to arrange an ad-hoc meeting with the class teacher. Similarly, teachers may request a meeting to address any concerns or to highlight areas where support may be needed. We understand that work commitments can sometimes make attending difficult but we kindly ask that these meetings be made a priority, as they play a vital role in ensuring your child's success and well-being.*

- **Annual Teacher Report including Interim Reports**

*This is a written report on a child's progress completed by the teacher summarising the child's learning journey.*

- **The PTFA Message Board**

*Updated with various notices from the PTFA will be displayed in the newsletter and outdoor blackboard board.*

### **Contacting the school**

- **School Office**

*For any questions or issues not specific to your child's education or progress. This could be around uniform, ParentPay, information on trips or classes and school events.*

- **Teaching Staff Communication**

*In the first instance, any concerns or questions should be raised directly with your child's class teacher. If necessary, the matter can be escalated to a member of the Senior Leadership Team (SLT). For questions related to teaching, learning, or behaviour, your class teacher is the best point of contact.*

- **Senior Leadership Team (SLT)**

If you feel your enquiry has not been resolved satisfactorily, you may refer it to a member of the Senior Leadership Team by contacting [admin@stmaryshampton.school.org.uk](mailto:admin@stmaryshampton.school.org.uk). The SLT is committed to addressing concerns promptly and thoroughly.

- **Headteacher**

In most cases, enquiries should be directed to teachers or the Senior Leadership Team. However, if your concern relates to safeguarding, please contact the Headteacher directly by emailing [safeguarding@stmaryshampton.school.org.uk](mailto:safeguarding@stmaryshampton.school.org.uk). Safeguarding matters are treated with the utmost urgency and care.

- **The Local Governing Committee**

The Local Governing Committee focuses on the strategic direction and vision of the school, oversees financial management, and holds the Headteacher accountable. Governors do not participate in the day-to-day operations or decision-making. If you feel it is necessary to raise an issue with the Local Governing Committee, please contact the Clerk to Governors using the email provided on the Governors' page of the school website.

- **Inclusion Communication**

For matters related to inclusion, including support for special educational needs, please contact [inclusion@stmaryshampton.school.org.uk](mailto:inclusion@stmaryshampton.school.org.uk) to ensure your concerns are directed to the right team. We are committed to providing inclusive support for all pupils to help them reach their full potential.

## **Who to contact**

Postal address	Telephone	
St Mary's Hampton CE Primary School Oldfield Road Hampton TW12 2HP	020 8979 5102  8:30 – 3:45 pm	
Email	Website and Social Media	
<a href="mailto:admin@stmaryshampton.school.org.uk">admin@stmaryshampton.school.org.uk</a> (office) or <a href="mailto:inclusion@stmaryshampton.school.org.uk">inclusion@stmaryshampton.school.org.uk</a>  ( for safeguarding concerns only: serviced only by the DSL and the DDSL)	<a href="https://www.st-marys-hampton-primary.org/">https://www.st-marys-hampton-primary.org/</a>  <a href="https://www.instagram.com/stmaryshampton.school">https://www.instagram.com/stmaryshampton.school</a>  <a href="https://www.facebook.com/people/Stmaryshamptonprimaryschool/61557478026941/">https://www.facebook.com/people/Stmaryshamptonprimaryschool/61557478026941/</a>	
<b>Message, Queries, Concerns</b>	<b>Person to Contact</b>	<b>Our School Offer</b>
<b>If your child is absent from school...</b>	Please notify the school office each day of absence by 9:15 am either by telephone or email (where you can leave a message). Please note that this notification does not guarantee that absences will be authorised.	The office staff will contact you after 9:30am if they do not receive notification of absence. School will monitor whole school and individual pupil attendance. If a child's attendance drops below 95%, their attendance is monitored, and parents may receive a call from the school if attendance drops below 90%..
<b>If you have a quick message for your child's</b>	Please contact the office either in person or via email so that	To ensure teachers and learning support assistants (LSAs) are fully focused on the children from 8:35 a.m. and maximise valuable teaching time, we kindly ask that parents do not engage staff in

<b>teacher about collection, concerns, home learning...</b>	the message can be passed on. Please include a brief description of the reason for the meeting and your availability.	discussions before school. If you need to convey an important message, please send a handwritten note via your child or hand it directly to the class teacher. These notes will be read after the morning register has been taken. For quick queries, there may be informal opportunities after school once the children have been dismissed. However, for more detailed discussions, we kindly ask that you request an appointment through the office
<b>If you would like to talk about your child's learning progress...</b>	Please arrange an appointment with your child's teacher through the school office.	We hold two parents' evenings throughout the year – one in the autumn term and one in the spring term. Reports are written and given to parents at the end of the academic year. Curriculum information and updates can be viewed on the school website and via the monthly newsletters.
<b>If you are concerned about social behaviours or bullying...</b>	Please arrange an appointment with your child's teacher through the school office.	Behaviour is monitored and recorded. You will be informed verbally if there are any behavioural concerns with your child/ren which will be dealt with immediately. If there are more ongoing behavioural concerns, you may be asked to come into school for a meeting.
<b>If you would like to discuss your child's special educational needs...</b>	Please arrange a meeting with the class teacher through the office.	Parents of children with SEND will be invited to meetings with the SENCO during the academic year. These meetings may involve the teacher and other professionals where appropriate.
<b>If you would like to find out about after school clubs or have a query...</b>	Check the school website, email admin or ask at the school office.	Any issues with club behaviour should be dealt with directly with the club administrator in the first instance.

### *Ways of contacting the school*

- **The School Office**

*The school office is open between 8.35am and 3.30pm each school day for parents where required.*

- **E-mail**

*We do not wish to receive lengthy emails from parents regarding any issues or concerns around children. We are very happy to meet in person or arrange a call to discuss these concerns. Emails should be brief and used to request a meeting with the relevant staff member, allowing staff to focus fully on teaching and learning during the school day.*

[admin@stmaryshamptonsschool.org.uk](mailto:admin@stmaryshamptonsschool.org.uk)

- *For the school office team, this e-mail is monitored throughout the working week. It is the intention that you should get a response to any e-mail within 48 working hours.*

[safeguarding@stmaryshamptonsschool.org.uk](mailto:safeguarding@stmaryshamptonsschool.org.uk)

- *this e-mail is regularly monitored. Please use this for any immediate safeguarding concerns.*

- **Letters**

*The school is happy to receive handwritten letters as an alternative to email. Responses will be made by phone, email or in writing, as appropriate.*

- **Telephone**

*Parents and carers are required to inform the school office ([admin@stmaryshamptonsschool.org.uk](mailto:admin@stmaryshamptonsschool.org.uk)) to flag any urgent situations around sick leave and absence.*

- **Appointments**

*You can make an appointment via any of the methods above with the relevant member of staff who will be able to deal with your request directly.*

## **Equality and Accessibility**

In line with the Equality Act 2010, the school will ensure communication is accessible to all parents by:

- Providing alternative formats where required
- Supporting families with English as an additional language
- Making reasonable adjustments for disabilities

## **Social Media**

At St Mary's Hampton, we value the vibrant online communities that parents create around the school. These platforms play a vital role in sharing updates, arranging PTFA events, and supporting one another with information. They are an important part of our school's connected and supportive community.

However, we kindly remind you of the **Home-School Agreement** and **this Communication Policy**, which ask all parents to avoid discussing school matters in a way that could undermine the school's purpose, values or reputation. While social media is a powerful tool for connection, it is essential to approach it with care. Even posts made in private groups or messenger chats can easily become public, potentially affecting the school's wider community.

We ask that concerns or grievances be raised directly with the school rather than shared on social media, as this ensures we can address issues constructively and collaboratively. Although the class WhatsApp groups are helpful for sharing dates and reminders of events, they should never be used to discuss individual children or incidents that occur within school. These groups must not be used as a platform to air grievances regarding a teacher, student or parent. Any concerns should be raised directly with the school through the prescribed channels below so that they can be investigated appropriately.

By working together, we maintain the positive, respectful environment that benefits all of our children.

## **Communication with the Community**

St Mary's Hampton continues to nurture strong connections with its local community. As a church school, we maintain a close relationship with **St Mary's Church**, fostering a sense of shared values and faith.

We welcome guest speakers from local churches, businesses, community organisations and charities to engage with our pupils, broadening their understanding of the wider world. Parents and governors are encouraged to get involved in these activities, as well as in special events and assemblies.

## **Communication with Other Schools**

Collaboration with other schools is a key part of our ethos. We maintain regular communication with staff and pupils from neighbouring schools through personal connections, cluster groups for governors, teachers, and Headteachers, as well as through sports fixtures and inter-school events.

With the recent formation of the **Instanter Learning Trust**, St Mary's has developed even stronger links with **Bishop Wand School**, fostering greater collaboration and enhancing opportunities for shared learning. We remain a proud member of the **London Diocesan Board for Schools** and maintain connections with

seven other local schools, including those in the **Hampton Hill Schools** group. Our strong ties with **Twickenham Prep, Hampton High** and other local schools continue to enrich the experiences of our pupils and staff alike.

These partnerships and connections ensure that St Mary's Hampton remains a vibrant and dynamic part of both the local and educational community.

### ***Confidentiality***

The school complies with GDPR and does hold information on pupils in our school. From time to time, we are required to pass some of this information to others to support a child's education and for safeguarding. Details have been sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. The school is compliant with UK GDPR, the Data Protection Act 2018 and KCSIE 2024. Parents can view the information we hold, and we have contact details of the agencies to which our information is passed. Governors oversee processes around confidentiality.

All personal data will be:

- Processed lawfully, fairly and transparently
- Collected for specified purposes
- Kept secure and confidential

Staff must not share personal or sensitive information via:

- Personal email accounts
- Social media platforms
- Informal communication channels

All communication may be subject to disclosure under the Freedom of Information Act 2000.

### ***Safeguarding***

To report a safeguarding concern, please telephone the school or come in person in the first instance and ask to speak urgently with one of our safeguarding team. The Designated Safeguarding Lead (DSL) is Mrs Wayland the Headteacher. The Deputy DSL is Mrs Nesbitt the Deputy Headteacher.

All communication must adhere to safeguarding expectations outlined in KCSIE:

- Staff must not communicate with children via personal devices or social media
- Communication between all parties must always remain professional
- Any safeguarding concern raised through communication must be reported immediately.

## **4. Home-school expectations**

At St Mary's Hampton, we are committed to ensuring that every child receives the best possible education, free from unnecessary limitations. To achieve this, it is essential that all members of our school community, pupils, parents, staff and governors, work together to create a positive and supportive environment where everyone can thrive.

The document below outlines the expectations for each member of our community. These expectations are in place to support the highly trained professionals who dedicate themselves to nurturing our

children’s growth and learning. We ask all members of our community to read, understand, and uphold these expectations, demonstrating our shared commitment to fostering a respectful, productive and inclusive school environment.

At St Mary’s School, we are committed to:	As part of the school community, I will... (Parent/Carer)	At St Mary’s School, I will do my best to... (Pupil)
Upholding a strong Christian ethos that forms the foundation of our values.	Ensure my child comes to school with the correct uniform, which is all named.	Learn all I can by doing my best at all times.
Encouraging all children to treat one another with respect, kindness and empathy, as they would wish to be treated themselves.	See that my child attends school regularly, is punctual, properly equipped, and ready to learn.	Work hard and listen carefully to instructions.
Creating a happy, secure, and nurturing environment where every child feels safe and valued.	Inform the school office on the first day of absence, by 9.15am.	Come to school every day, on time.
Offering an exciting and inclusive curriculum that meets the needs of each child, fostering a love of learning.	Raise concerns or problems that might affect my child’s learning and support the school in helping my child to behave appropriately.	Follow the school and class rules.
Inspiring children to achieve their very best, both academically and personally.	Read, understand and respect school policies and the terms of the Communications and Conduct Policy.	Behave sensibly at all times, so that we can learn and everyone is safe.
Listening to and valuing the voices of both children and parents.	Support my child with homework and listen to my child read daily.	Be polite, friendly, and helpful to other children and all adults.
Communicating clearly and regularly with parents through letters, newsletters, messages, and emails to keep everyone informed.	Attend parent meetings with the teacher to discuss my child’s attainment and progress.	Tell somebody if there is something I am not happy about.
Welcoming parents to actively participate in the life of the school, building a strong school community.	Support the school’s efforts to create a caring, inclusive, Christian ethos where all beliefs and cultures are valued.	Do my homework regularly and return it to school on time.
Celebrating children’s achievements, both big and small, and fostering a sense of pride in their progress.	Read all letters, messages, newsletters and emails that are sent home.	Bring all the equipment I need every day including my PE kit, book bag, and reading books.
Keeping parents informed about their child’s attainment and progress, ensuring they are part of the learning journey.	Inform the school immediately of any changes to parents/carers and emergency contact details.	Take good care of the school environment and equipment.
Providing meaningful homework to support and extend learning beyond the classroom.	Follow the correct lines of communication according to our Communications and Conduct Policy and refrain from airing grievances about school on any social media platform.	Address the staff with respect and by their professional name.

Celebrating and respecting diversity, embracing different cultures, beliefs, and backgrounds.	Recognise and support the school in ensuring that my child is given every opportunity to reach their full potential.	Take pride in my appearance and ensure I don't lose my uniform.
Setting the highest expectations for behaviour, addressing any concerns promptly and involving parents when necessary.		Believe in my abilities and strive to achieve my best, knowing that there are no limits to what I can accomplish.
Adhering to our school policies and upholding the principles outlined in our Communications Policy.		
Recognising that every child has no limits to their potential and is capable of achieving their best with the right support and encouragement.		

## 5. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern, as per the communications policy
- Respect the decisions and outcomes made by the school

## 6. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Malicious complaints

- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Arriving at the school in a state of intoxication
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

## **7. Breaching the code of conduct**

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may take any of the following actions:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the Headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the LDBS regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site
- Limit the means of communicating with the school (e.g. in writing only, to a designated person)

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Headteacher.

The Headteacher will consult the Chair of Governors before banning a parent from the school site

*In faith we trust, in hope we dream, in love we flourish*