

ROCKMOUNT PRIMARY SCHOOL
Communication Policy
Date: March 2026
Review Date: March 2027

Introduction

We value clear, open communication between school and home as this has a positive impact on pupil wellbeing and achievement. Good communication is essential to:

- Give parents/carers the information they need to support their child's education
- Build trust between home and school in order to support each child's pastoral and educational needs
- Help the school improve, through feedback and consultation with parents/carers

Aims

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting out clear protocols and standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff best placed to address their specific query

Responsibilities

The school will undertake to ensure that:

- Parents/carers and children have clear lines of communication
- Curriculum information is clearly communicated to parents/carers
- Parents/carers receive regular information about their child's progress and achievement
- Parents/carers are informed of forthcoming events within appropriate timelines
- All communications are treated as confidential within the school context
- All communications are dealt with respectfully and courteously

We ask parents/carers to undertake to:

- Read communications issued by the school, including Newsletters
- Reply to letters requiring a response within the established time frame
- Raise any issues or concerns at the earliest opportunity and in the appropriate manner
- Attend all meetings or seek to request information if unable to attend
- Communicate with all members of the school community with respect and courtesy

There are always some staff available at the beginning of the school day in the playground (or classrooms for EYFS pupils) who can pass on any important messages. All classroom staff are in the playground at the end of the school day and are always happy to have a brief conversation with you. If more than a brief word is needed, a mutually convenient appointment time can be agreed.

How School Communicates with Parents/Carers

Emails

Emails are a quick and efficient method for the school to communicate with parents/carers. They are used to send out:

- Information about whole school events or information
- Specific communications to relevant groups of parent/carers e.g.class trips or activities

Texts

Texts are sent for:

- More urgent messages
- Brief messages
- Simple reminders
- Short notice changes to events/activities

Letters

Paper copies of letters are not generally used. When a signed permission/response slip is required, an email will be sent with a link to a Google Form. If a paper copy of a form is required, it can be requested via the school office.

Curriculum Letters are emailed in advance of the half term ahead to inform parents/carers about the curriculum coverage.

Individual Emails

In exceptional circumstances an arrangement may be made between the class teacher and a parent/carer for an agreed regular communication.

Phone Calls

Phone calls are made for;

- Anything specific to an individual pupil or parent/carer.
- Any urgent matter needing to be brought to the attention of parents/carers

Meetings

- Year Group Curriculum meetings are held at the beginning of the school year to provide information about your child's new year group, learning and homework etc.
- Parent/carer consultation evenings are held for all pupils during the Autumn and Spring terms. This is where your child's progress and attainment are discussed.
- Following receipt of the school report in the Summer term, parents/carers may make a consultation appointment with the class teacher if they would like to discuss anything further.
- School may also contact parents/carers at any time to arrange a meeting if there are any concerns regarding a child's achievement, progress or wellbeing
- Parents/carers of a child with any additional needs may also be asked to attend regular meetings to support these needs

School Website - www.rockmountprimaryschool.co.uk

Key information is posted on the school website, including:

- School times and term dates
- Important events, announcements and latest news
- Curriculum and year group information
- Statutory policies and documents
- Important contact information
- Information about before and after school provision
- Signposting to local and national initiatives/events etc.
- Further SEND support

How Parents/Carers can Communicate with School

Phone Calls

If you have an urgent issue or message about your child, please telephone the school office. Urgent messages could include:

- Family emergencies
- Safeguarding or welfare issues
- **Unexpected** changes in collection arrangements for your child

Please telephone the school office at any time regarding general queries or to leave a message for a member of staff to call you at a convenient time outside of their teaching hours.

Emails

If you need to speak to a specific member of staff about a non-urgent matter, please call or email the school office and the relevant member of staff will contact you within 2 working days. (Please be aware that some staff do not work a five-day week)

Year Group Emails

Each year group has a specific year group email address which can be used for communication.

Please be mindful that staff are working with children throughout the school day and are not able to take time away to respond to emails so in many instances, the most appropriate means of communication will be via the school office. They also have meetings, preparation, planning and assessment before and after the school day. Staff will aim to respond to emails within 2 working days and we ask for your patience and support.

Nursery	nursery@rockmount.croydon.sch.uk
Reception	reception@rockmount.croydon.sch.uk
Year 1	year1@rockmount.croydon.sch.uk
Year 2	year2@rockmount.croydon.sch.uk
Year 3	year3@rockmount.croydon.sch.uk
Year 4	year4@rockmount.croydon.sch.uk
Year 5	year5@rockmount.croydon.sch.uk
Year 6	year6@rockmount.croydon.sch.uk

If you are not able to discuss your query with the Class Teacher or Teaching Assistant, you should then contact the Assistant Headteacher, Donna Rankine, Deputy Headteachers Amber Pearless or Viv Bull via the school office by telephone or email
020 8653 2619 office@rockmount.croydon.sch.uk

Social Media

Parents/Carers of some classes / year groups have set up Facebook Pages/WhatsApp Groups. Parents/Carers may choose to share useful information in this way but must be aware that they are not an official Rockmount Primary School communication tool.

Rockmount Friends and Community (RFC)

Every parent or carer with a child at Rockmount is automatically a member of the RFC. This group meet regularly to organise fund-raising and social events such as school fairs, cake sales, textile and food bank collections, quiz nights and working parties. The RFC members work hard to promote good social initiatives in our community. (See the school website for further details)

Parent/Carer Forum

The Parent/Carer Forum is a partnership between parents/carers and the school. The Forum consists of parent / carer representatives from each class and is a means to share ideas, discuss ways in which we can improve our school and extend opportunities for our children.
(See the school website for further details)

Reporting Absence

It is essential that you telephone the school office as early as possible in the morning if your child is unable to attend school for any reason. This is to ensure the safety of each child.

Meetings

If you would like to schedule a meeting with any member of staff, please call or email the office to arrange an appointment. The individual member of staff will call you back to discuss the reason for the request and to arrange a convenient time. We try to schedule all meetings within 3 working days of your request.

Inclusion

It is important that everyone in our community is able to communicate easily with the school. If you have any difficulties for any reason, please contact a member of staff in the school office and they will be happy to offer support.

Who to contact

Table 1	
To report your child's absence from school	Telephone the school office as early as possible on the day of absence 020 8653 2619
To inform school of any urgent issue or unexpected change in collection arrangements	Telephone the school office 020 8653 2619
To make general enquiries	Contact the school office by telephone or email 020 8653 2619 office@rockmount.croydon.sch.uk
To speak to someone regarding issues with payments for Nursery fees, lunches or activity clubs	Contact the School Business Manager Jennie Gilbertson sbm@rockmount.croydon.sch.uk
To pass on a message or to request a meeting with an individual member of staff	Contact the school office by telephone or email 020 8653 2619 office@rockmount.croydon.sch.uk
To communicate directly with your child's class teacher about their learning	Use the year group email address e.g. year2@rockmount.croydon.sch.uk
To enquire about Rockmount Children's Club (RCC)	Contact Ana De Miguel 020 8683 8451 extendedschools@rockmount.croydon.sch.uk
To enquire about after school activities clubs	Contact Ana De Miguel via the school office or on ademiguel.306@lgflmail.org

Table 2 – Learning and Teaching Leaders / Senior Leaders	
Contact the school office by telephone or email 020 8653 2619 office@rockmount.croydon.sch.uk	
Learning and Teaching Leader – Nursery and Reception	Amy Carvall
Special Educational Needs	Hayley Gorman or Amber Pearless
Assistant Headteacher	Donna Rankine
Deputy Headteachers	Viv Bull Amber Pearless
Headteacher	Helen Carvall