



"Inspiring minds to ignite lifelong learning"



Onchan Primary School
School Road, Onchan, Isle of Man IM3 4PD
email: OnchanEnquiries@Sch.im
tel: 01624 673465

Communication Policy

To support Onchan Primary School in its aim to become a thriving and successful school we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate. The use of this communications policy document is essential to ensure efficient and effective communication between teachers and parents and to provide a clear framework for all stakeholders to work within. Good communication between teachers and parents is imperative to the quality of education provided by Onchan School. There are bound to be differing opinions between home and school. Where these are smoothly managed the process continues to grow in a positive manner. Communication involves passing on:

- Positive praise
- Any causes for concern
- First aid information
- Learning Needs
- Safeguarding information

Definition of communication

Good communication is much more than the exchange of information. It involves the management of relationships and the need to involve people. Communication is about attitude and behaviour as well as the message being conveyed. We also remember the importance of listening.

Objectives:

The objective of this policy is to ensure that all parents and teachers understand the procedure for communicating issues which affect the education of the children. The teachers have a need to communicate with the parents at regular intervals and the parents are invited to communicate with the teachers as and when it may be required. We believe that all communication should

- be actioned within a reasonable time
- use the method of communication most effective and appropriate to the context, message and audience.
- be compatible with our core school values

Methods of communication between home and school

All legitimate and fair concerns need to be addressed between parents and teachers in the following manner:

- a polite telephone call via the School office;
- a polite letter or note into school
- a pre-arranged meeting at the School.
- An email into school enquiries@onchan.sch.im

All communication should be courteous and respectful.

Parents should not come into the teaching areas during the school day but must always make an appointment via the school office for all meetings. (673465)

Confidentiality is important. Messages relating to concerns about a child should not be divulged in full to administrative staff but should be written in an email to ensure it can be dealt with appropriately and sensitively.



"Inspiring minds to ignite lifelong learning"



Onchan Primary School
School Road, Onchan, Isle of Man IM3 4PD
email: OnchanEnquiries@Sch.im
tel: 01624 673465

Calls will be returned as soon as possible but it should be noted that teachers have class responsibilities during the school day and frequent meetings after school. We will aim to respond within a short timescale however. If we do forget due to the volume of work please give us a polite reminder.

Parents should not message school staff via social media platforms but use the systems outlined below.

Unacceptable communication

- Communication which is demeaning and derogatory in nature.
- Rude remarks are unacceptable.
- Abusive comments
- Shouting or behaviour which is aggressive in its' nature
- A parent should never contact a teacher on his/her personal mobile phone or home telephone unless expressly invited to do so by a teacher in a specific instance.
- Communication which is persistent and time consuming for staff beyond what is normally acceptable

In accordance with our school statement regarding communication which is displayed in school, the following should be adhered to at all times:

"Within this school we treat everyone with respect in line with our school values. Any incidents of inappropriate behaviour will be challenged. Any instances of inappropriate behaviour towards staff will be dealt with in the appropriate manner and immediately reported to the Department of Education Sport and Culture".

School systems for Parents and Carers

Catch up chats

Teachers will always be available at the end of the school day (unless they have a prior appointment/ absence). We encourage Parents to use that time to pass on any pertinent information. This is not a confidential time as other families will be around. If you need more than a 2 minute drop in please make an appointment for a full meeting. This also allows for other staff to be involved if necessary ie Senior Leaders/ Nurture (Inclusion) lead.

Phone calls

The school Management Information System is ARBOR. Please keep your details up to date. Should you request a quick catch up staff will endeavour to call you at break times, lunchtime or after school.

Meetings

Where a meeting is requested by a Parent/ Carer or a member of staff this will be facilitated at a mutually convenient time in a timely manner. Where appropriate other staff with additional knowledge that would be helpful will join the meeting.



"Inspiring minds to ignite lifelong learning"



Onchan Primary School
School Road, Onchan, Isle of Man IM3 4PD
email: OnchanEnquiries@Sch.im
tel: 01624 673465

E Mail

Information and notification of initiatives are communicated through the use of email where appropriate. Email is a quick, effective way of communicating information. However it does not replace face to face meetings where some discussion is required. All staff should seek face to face communications, when email is not the most effective form of communication. We have a school email address that is used for all email correspondence: enquiries@onchan.sch.im. This should be used at all times.

Emails received into school will be dealt with in a timely manner whilst being aware that staff will already have their planned activities taking place.

School behaviour and relationships communication

Occasionally systems will be put in place to allow more regular communication between home and school relevant to an ongoing identified need- often these will be home/ school diaries both in electronic and hard copy format. Where these are used it is essential that they are used appropriately and in a time sensitive manner.

Additional Needs

Where a pupil additional need (AEN) is identified, the Inclusion lead will ensure that communication about that need is relayed, and a support plan is in place. This may include assessments, links to the school health service, (Manx Care), Speech and Language (SaLT), CAMHS, Educational Psychology (EP). Progress meetings will take place with staff where these fall beyond normal classroom differentiation.

Care plans

The Inclusion lead will send Care Plans to all Parents and Carers of children with medical needs, which must be updated annually.

Complaints

Complaints into school are few but should any Parent or Carer have a complaint the Complaints Policy is available on the school website and should be used.

In the first instance by following the above systems complaints can usually be avoided and resolution found.

Communications with Parents/Carers

Letters

Staff will endeavour to respond to parents' letters as quickly as possible. Any letter of complaint should be referred to the HT. All letters to parents must come to the Head Teacher electronically or in hard copy. Letters to parents are always approved by the Head or Deputy before they are sent.

E mail

The school has a text messaging and email system it uses to communicate to parents via ARBOR.



"Inspiring minds to ignite lifelong learning"



Onchan Primary School
School Road, Onchan, Isle of Man IM3 4PD
email: OnchanEnquiries@Sch.im
tel: 01624 673465

Social Networking Sites/Blogs etc

It is inadvisable for staff to communicate with parents: and unacceptable with pupils, via social networking sites (such as Facebook) or accept them as their "friends". The school has a Facebook page. However, information is put on this via the Headteacher, Administrator and two other Senior Leaders.

All staff have access to the school website and will regularly update the blog with photos or information regarding school activities. This is essential to enable effective sharing about what learning looks like within school.

Tapestry/ Eversence*

This is used within Foundation Stage to share photos and posts relating to individual steps in learning. All parents have access to their own log in. At the end of the Foundation Stage year it is important that Parents download their child's learning journey before the accounts are allocated to the next year group. Tapestry is not a communication tool for messaging between home and school but used to celebrate "wow" moments in a learning journey in photographs to celebrate achievements.

A similar app is utilised within the SPC where nominated staff will update Eversence with small steps in learning. Due to the ability of pupils to communicate clearly regarding daily activities this is a vital part of our communication with our SPC families to share steps in a development journey.

*when this is made available

Written Reports.

Once a year we provide a full written report to each child's parents on their progress. This report identifies areas of strength and areas for future development. Pupils are also given the opportunity to comment on their own progress. In addition, parents meet their child's teacher twice during the year for Meet the Teacher and Parents' Evening. This gives them the opportunity to celebrate their child's successes, and to support their child in areas where there is a particular need.

School Handbook

The school handbook contains a range of specified information to give parents a full picture of provision at our school. This is updated every year at the beginning of September and is found on the school website for new entrants.

School Website

The school website provides information about the school and an opportunity to promote the school to a wider audience.

Home-school communication

Any letters from staff to parents must, in the first instance, be checked by the Headteacher or Deputy Headteacher. A calendar of school events will be produced at the start of each term and issued to parents within the school newsletter. We send other letters of a general nature when necessary. All emails into school must be via the school enquiries@onchan.sch.im



"Inspiring minds to ignite lifelong learning"



Onchan Primary School
School Road, Onchan, Isle of Man IM3 4PD

email: OnchanEnquiries@Sch.im

tel: 01624 673465

Teams

This app is used to share home learning activities by teachers in each year group.

The school encourages parents to share any issues about their child at the earliest opportunity.

Teachers arrange to see parents as soon as possible.

SPC

More regular contact with Parents and Carers of pupils within the SPC is vital to ensure small steps in achievements and progress can be shared. All pupils have nominated staff who are a point of contact for Parents and Carers. Further information can be found on the school website.

October 2025