



Trinity St. Peter's

Church of England Primary School

where children shine

School Communication Policy

Our aim at Trinity St Peter's is to ensure that we are a thriving and successful school where staff are committed to providing the highest quality education for all of the children who attend. We recognise that it is both the responsibility of staff and parents to work in partnership for the benefit of each child. This can be achieved through effective communication whereby understanding is developed and shared, trust is established and confidentiality respected.

Communication is very important to us and we will always strive to communicate well with parents. We need to ensure that communications between all members of the school community are appropriate, polite, courteous, timely and considerate of the current situation that we face.

How we communicate:

Depending on the nature of information or issue being discussed, we typically communicate with parents through:

- Text messaging and emails via School Spider
- The school's website i.e. letters uploaded, school calendar, class blogs etc
- Whole school Instagram
- Telephone conversation
- Pre-arranged mutually agreed appointments

How parents and carers can communicate with the school:

- Telephone conversations where possible
- Pre-arranged mutually agreed appointments
- Email the class teacher directly via the class email account.

- Nursery@tsp-primary.uk
- Reception@tsp-primary.uk
- Y1@tsp-primary.uk
- Y2@tsp-primary.uk
- Y3@tsp-primary.uk
- Y4@tsp-primary.uk
- Y5@tsp-primary.uk
- Y6@tsp-primary.uk

These email accounts will be checked each morning at 8.30am. If it is a matter of urgency, please do contact the school office admin@tsp.sefton.school or 01704 876391.

Working Together:

All staff at Trinity St Peters are committed to working in close partnership with parents/carers and the families of the pupils who attend our school. We strive to ensure concerns and/or issues that may arise are dealt with effectively in the best interest of the child's wellbeing and education. To aid this, we encourage transparency and would request that issues/concerns arising during the school day are communicated quickly and directly with the school.

Resolving Concerns:

Our priority is to ensure effective partnership working between all school staff and the families of the pupils who attend our school as we know this is how we can support our children to be their best. We are keen to ensure that any concerns or issues that arise are quickly and easily resolved to enable our committed team of staff to focus on the wellbeing and education of the children.

Working in partnership supports more open and effective communication and all at Trinity St Peter's are committed to finding resolutions that are mutually agreed and in the best interest of each child.

Should an issue or concern arise, parents are requested to liaise with their class teacher initially. Should this not be resolved, it is then be brought to the attention of a member of the school's leadership team.

Timeframes:

Acknowledgements should usually be provided to parents within 48 working hours and a response will aim to be with parents within 5 school days.

Staff and Parent Conduct:

All communication should be conducted respectfully.

Any communication that is deemed to be derogatory, disrespectful, defamatory and/or not in line with our school vision and values, will be deemed inappropriate and will not be responded to by the recipient. If any behaviour is offensive or threatening, the school will involve police.

Protecting the wellbeing of staff continues to be a priority for school leaders.

Social Media sites/blogs: Staff are advised not to communicate with parents via social networking sites or accept them as "friends". Staff will not accept pupils or ex-pupils as "friends".

Communication is the key
and saying your words
with kindness is the way
to go

Pamela Cummins

Reviewed during academic year 2025/26

To be reviewed during academic year 2026/27

