

Temple Meadow Primary School



Communication Policy

Safeguarding Policy Statement-

This policy is part of the wider umbrella of Keeping Children Safe in Education - and Temple Meadow's Safeguarding and Child Protection Policy.

Policy Ownership: Headteacher/SBM

To SLT	July 2026
To Staff	July 2026
To Governors	July 2026
Document Live date	July 2026
Next review date	September 2027
Amendments	

Introduction

At Temple Meadow Primary School, we believe that effective communication between school and home is essential. Children achieve more when schools and families work in partnership. Families are better able to support their children when they understand what the school is aiming to achieve and how they can help.

We aim to provide clear, effective communication with families and the wider community. Effective communication enables us to share our vision and values and ensures families are well informed about school life. This reinforces the vital role families play in supporting their child's education.

Families are responsible for informing the school of any changes to contact details or personal circumstances to enable effective communication via the MCAS app.

Principles

- Communication with stakeholders, particularly families, is central to our work
- We aim to share as much information as possible
- Where information cannot be shared, we will explain why
- We will communicate transparently, especially in relation to key decisions
- Communication will be timely and proactive
- Messages will be clear, courteous, and free from jargon
- Public information will be signposted where appropriate
- Confidentiality will always be respected
- We are committed to communicating with all members of our school community
- Families are encouraged to communicate with the school in a variety of ways; as set out in this policy.

Communication with Staff

There will always be a member of school staff to meet and greet your child at their entrance location. They are available for brief conversations or to pass brief messages to your child's class teacher. The class teacher may then speak to you at end of the school day or at their first earliest opportunity. For longer discussions, families should arrange an appointment via the school office, either for a meeting or telephone call. This will be arranged with you at a suitable time for the class teacher.

Members of the Leadership Team are often available at the start/end of the day and can address queries or arrange meetings if needed. Records of significant interactions are kept where appropriate.

Website

The school website provides up-to-date information including policies, news, events, and letters.

You will also find a wealth of information about the school, including curriculum and subject information, on our website. Families are encouraged to regularly check the website.

Copies of policies and information can be requested (a charge may apply for printed materials).

My Child at School app- our main channel of communication from school to home.

All communications to families with parental responsibility will be sent via the MCAS app. Parents who have not signed up to the MCAS app will continue to receive communications via email. Where a parent has not provided an email address, the school is unable to send communications electronically. If you need

to respond to any messages sent to you, please do so by emailing the school at **TM.admin@meadow.sandwell.sch.uk**.

Newsletter- Family Connect

A regular newsletter shares key updates, reminders, and school news. This is issued electronically and available on the website, with paper copies available on request.

Facebook

Facebook is used to celebrate and share images and information about events. We may occasionally use it to share important reminders. This is an additional communication platform, aimed at celebrating and sharing success with the wider community. Families should always refer to Family Connect and MCAS messages for key information and important dates.

Family Engagement Evening (Parents' Evenings) and Growth and Progress Reports

Families are expected to engage with their child's learning by attending family engagement evenings and reviewing school reports.

- Two formal consultation opportunities are provided each year
- Written reports are issued at the end of the academic year

Communication from Families

Temple Meadow Primary School operates an open and welcoming approach. Families can communicate with the school by:

- Briefly speaking to staff at the start or end of the day
- Contacting the school office in person, by phone, or by email via TM.admin@meadow.sandwell.sch.uk
- Responding to school communications via email
- Complete our feedback questionnaires

Our School Office hours are 8am-4pm Monday-Friday:

Time	Access arrangement
Prior to 08:40	Contact via school telephone number or via tm.admin mailbox.
08:40 – 16:00	Contact via school telephone number or via tm.admin mailbox, or alternatively visit the school site and speak to staff in the school office who will be able to direct your enquiry appropriately. We do not encourage visitors to school after 15:35 unless a prior appointment has been arranged.
After 16:00 (Out of hours)	Contact via email to our tm.admin mailbox and your enquiry will be responded to appropriately and at the earliest convenience.

Depending on the nature of your query, communication via the school office will be reviewed and directed to the most appropriate member of staff. There may be occasions where the office team are able to resolve your query directly. We would always direct any class-based queries or concerns to your child's class teacher in the first instance.

In the event that a member of the leadership team needs to become involved, the Assistant Headteacher for your child's phase may be included in communications or may contact you directly.

Attendance queries will be directed to our attendance team.

SEND and inclusion queries will be passed to our Inclusion Lead, and pastoral questions may be referred to our pastoral team. You may be asked to complete a referral form, depending on the nature of your query so that information can be gathered ahead of further communication or signposting.

Our Headteacher and Deputy Headteacher may support with queries or concerns, as appropriate.

When sending an email to us, you will automatically receive a response to confirm receipt. Please note that this does not mean your email has been reviewed by a member of staff.

All emails will be responded to within 5 working days, or sooner where possible. This email address is monitored during term time only.

If you need to raise a safeguarding or more urgent concern, we recommend that you contact the school office by telephone and request to speak to a Designated Safeguarding Lead.

We endeavour to respond to telephone queries as quickly as possible; however, this may not always be possible on the same day, particularly where a response depends on a class-based member of staff who may be supervising children or a member of the senior leadership team.