Roundwood
PRIMARY SCHOOL

COMMUNICATION POLICY

Status:	Non-Statutory
Approved by:	Full Governing body
Date of approval:	Dec 2025
Frequency of review:	Annually
Date for next review:	Dec 2026

Policy is written in conjunction with Complaints Policy and Persistent, Habitual or Vexatious Complaints Policy

INTRODUCTION

This policy sets out the best way to communicate with our school and how we will communicate with parents and carers

Key Objectives:

All communications at Roundwood Primary School should:

- Be respectful between all parties
- Be open, honest, ethical and professional
- Keep staff, pupils, parents and other stakeholders well informed
- Use jargon-free English and be easily understood by all
- Use the method of communication most effective and appropriate to purpose and audience
- Either be neutral or offer a balanced presentation of political views

Communication with parents and other important stakeholders

Effective communications enable us to share our school aims and values as well as keeping parents well informed about school life. This reinforces the vital role that parents play in supporting the school and their children. Whilst staff will always seek to establish open and friendly relationships with parents, it is essentials that relationships are professional and parents and teachers are addressed in a formal manner in all written communication, whatever the form.

Roundwood Primary School aims to make our written communication as accessible and inclusive as possible; we will ensure that all of our parents can access a form of communication, making alternative arrangements where necessary (e.g. English as Additional Language, Special Educational Needs and Disability, Technology access or communication and literacy issues). We will seek parental feedback on the school communication via parent surveys and at our parent representative meetings.

How to Contact us

The school office can be contacted between 8.30am and 3.45pm on school weekdays.

Postal Address	Telephone	Email:
Infant site Main St, Tingewick, Buckingham MK18 4NL	01280 848306	admin.tingewick@roundwood.bucks.sch.uk
Junior Site Church St, Gawcott MK18 4HY	01280 813066	office@roundwood.bucks.sch.uk

Response Times

Response times will vary. If you have a query regarding administration and the school day, which is directed to the school office, you are very likely to receive a same day response within working hours or shortly after. However, responses to other queries, directed at class teachers and senior leads, will have a longer response time due to commitments and workload and we aim to get back to you within seven working days unless deemed as safeguarding.

Communication Procedures

It is important that parents and carers follow this hierarchy of communication as it really does help to ensure an efficient and effective response.

Message, Query, Concern	What to do	Who is responsible
If your child is absent from school…	If your child is going to be absent from school, please remember to phone or e-mail the school office by 9:00am at the Tingewick site and 9:15am at the Gawcott site.	**Mrs. Hall** Tingewick **Mrs. Tattersfield** Gawcott
If you have a quick message for your child's teacher about collection, concerns, home learning…	Talk to your child's teacher on the playground after the class has been dismissed; all teachers are outside every afternoon. **Urgent messages may be left at the school office if you do not get a chance to speak to the teacher.**	**Class Teacher**
If you have a day to day query e.g. PE days, dates of events, current learning etc.	Check the school website or speak to your parent representative https://www.roundwood.bucks.sch.uk/parent-representatives/	**Website or Parent representative**
If you would like to talk about your child's learning progress…	We have parents evening in October and February, and reports are sent in December and March. If you have a query about your child's progress or attainment, make an appointment to meet with your child's teacher via the school office. If, following your discussion you would like more information, make an appointment via the school office to meet with Mrs. S. Hall as assessment lead	**Class Teacher** ↓ **Mrs. Clarke** (Assessment lead) ↓ **Mrs. Handley**
If you have a safeguarding concern…	Make an appointment to speak with Mrs. Handley, and in her absence Mrs. Clarke	**Mrs. Handley** ↓ **Mrs. Clarke**
If you are concerned about social behaviours or bullying…	Make an appointment to meet with your child's teacher via the school office. If, following your discussion you are not satisfied with the outcomes and would like more information, make an appointment to meet with Mrs. Handley or Mrs. Clarke	**Class Teacher** ↓ **Mrs. Handley / Mrs. Clarke**
If you would like to discuss something related to your child's teacher…	Make an appointment to meet with Mrs. Handley or Mrs. Clarke via the school office.	**Mrs. Handley / Mrs. Clarke**
If you would like to discuss your child's special educational or disability needs…	Make an appointment to meet with Ms. Tanner the school SENDCO via the school office	**Ms. Tanner**

If you would like to find out about, or book breakfast or after school club at Sports 4 All	Visit https://www.s4aclub.co.uk/wrap-around-care/	
If you have a school dinner enquiry…	You will need a pupil ID and password from the school office Visit https://freshstartcatering.uk/	**Mrs. Hall** Tingewick **Mrs. Tattersfield** Gawcott
If you have a school uniform query or request…	Visit https://www.rio-group.co.uk/schools/roundwood.html	
If you have a Parentmail, Numbots, TT Rockstars or Marvelous Me enquiry…	Please contact the school office	**Mrs. Hall** Tingewick **Mrs. Tattersfield** Gawcott
If you wanted to check if the school is open…	Please check the school website, your parentmail or visit https://closures.buckscc.gov.uk/	

Other forms of communication

Website

The website has everything you need to know about Roundwood for visitors, parents, carers and children. Visit https://www.roundwood.bucks.sch.uk/

Included on the website, is the school calendar, which is extremely useful as you can subscribe straight to your phone or device https://www.roundwood.bucks.sch.uk/diary/grid/2023/11/

Parentmail

This is where you will receive all school letters. You can make payment for trips and any additional items via Parentmail too. Parentmail stores all letters, so you can carry out a search if you misplace an e-mail or need to check a date.

Direct Email

From time to time, it may be necessary to e-mail you directly if we need to communicate with you about your child individually, e.g. arranging a meeting or an incident in school.

You too can email any member of staff via the school office, for Tingewick staff contact admin.tingewick@roundwood.bucks.sch.uk and for Gawcott staff office@roundwood.bucks.sch.uk just ensure you state 'for the attention of' so the email is directed to the correct member of staff. **If from historical communication you have any staff email addresses, please do not use these, and communicate via the office.**

Please ensure any e-mails sent to school **are always sent via the office** and **not directly to staff e-mail addresses**. This will ensure they are tracked and dealt with efficiently. Staff cannot monitor their e-mail accounts as regularly as the office due to their other working commitments.

Telephone Call

From time to time, it may be necessary for us to call you via telephone if we need to communicate something that has happened in the day or in response to an e-mail or something you have shared with us. We will ask if it is an appropriate time to talk or if you require a call back.

Face-to-Face meeting

Occasionally, we may invite you in to attend a face-to-face appointment if we need to discuss concerns with you or respond to your communication. We will very often use this form of communication to reduce the sending of emails back and forth, or to de-escalate any negative forms of communication.

Marvellous Me

This is an app for us to share your child's learning and all the rewards, badges and certificates they receive in school. We often send small updates via Marvelous Me too such as change of lessons or equipment required. You can send a high five back to us, to say that you have received this communication.

Tapestry

This is an app we use in Foundation to share your child's learning in the classroom, what our intentions are and how the children met them. You can upload things your child has done at home along with sending messages to your child's class teacher.