

School Communication Framework

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At St James C of E Primary School, we value the partnership with parents in supporting their child's education. Our partnership is founded on mutual respect and shared aspirations. A child's education is a journey best travelled together. By working in unity, we create a consistent environment where every child feels valued. It takes respect to listen to one another's perspectives, love to keep the child's emotional and educational wellbeing at the centre of every conversation, and courage to tackle challenges honestly and openly. Together, we ensure that every child has the support at school and at home they need to 'let their lights shine'.

This framework outlines the principles and methods of communication between St James C of E Primary school and our families. It operates in conjunction with our Home School Agreement, which emphasises the school's high educational standards and ethos, our expectations regarding attendance, behaviour, and homework and our shared commitment to partnership through effective and professional communication.

What Parents Can Expect

Our shared aim in all communication is to understand concerns early, work collaboratively and support the best outcomes for children. We recognise that parents may have questions or concerns at different points in the year. Raising these early helps us work together effectively and prevents small issues from becoming bigger ones.

We will:

- Prioritise children's wellbeing and learning
- Work collaboratively to resolve concerns wherever possible
- Listen carefully and respond respectfully
- Choose the most appropriate way to communicate (email, phone or meeting)

How the School Communicates with You

We utilise structured channels to ensure you stay informed about both school-wide news and your child's individual progress.

Regular Updates

- **Arbor:** Our primary service for communication with parents and carers via email/SMS. We strongly recommend downloading the app for instant notifications.
 - Daily Bulletin: sent via Arbor
 - Direct Email Communication sent via Arbor or office@stjames-veybridge.surrey.sch.uk
- **School Newsletter:** Sent electronically in the bulletin and shared on our website. This is our core vehicle for sharing school events, activities and resources.
- **Termly Welcome Letters:** Provided by class teachers at the start of each term, detailing the curriculum overviews, work to be covered and other year group specific information, including key dates.
- **Annual overview of events:** We publish this annually to parents in September.
- **Social Media:** We use Instagram to share the school's work and celebrations with the wider community.
- **Website:** Our school website serves as an information reference for statutory information, term dates, policies, and the school calendar.
- **Meet the Teacher Sessions:** At the beginning of the new school year, we offer in-person Meet the Teacher sessions to introduce you to the year group team, explain classroom routines, and outline expectations for the year ahead.
- **Book Looks:** On a termly basis, parents and carers have the opportunity to visit the classroom to share in their child's learning journey and celebrate their progress across the curriculum.

Reporting & Feedback

- **Parent/Carer Consultations:** Formal meetings held in the Autumn and Spring terms to discuss progress, celebrate success, and review targets against age-related expectations.
- **Annual Written Report:** A comprehensive summary sent every Summer term covering all National Curriculum subjects, including teacher assessments and national test results (for Years 1, 4, and 6).
- **Surveys:** We conduct an annual parent survey to gather structured feedback.
- **Suggestions:** For proactive, 'big picture' ideas, we offer a virtual suggestion box which is reviewed monthly by the Senior Leadership Team.
- **Attendance and Assessment Updates:** These are sent in January and Easter

Daily & Individual Support

- **Reading Planners:** Sent home and returned daily (Reception to Year 6). Parents can use this to communicate messages to class teachers if needed.
- **SEND & Progress Monitoring:** For children with Special Educational Needs or those making less than expected progress, we provide more regular reviews in line with the SEND 'Code of Practice'.
- **Teacher phone calls:** If your child is working below expected level, the class teacher will make a phone call at the beginning of the term to discuss the support in place for your child.

How Parents/Carers Communicate with the School

We welcome parents contacting the school by email. In some cases, however, a conversation allows us to listen, clarify and respond more effectively than written messages alone. There may be occasions where we respond to emails by phone or invite to a discussion, where this will lead to clearer understanding and quicker resolution. To ensure your query is handled efficiently, we have a range of communication channels available to parents.

The School Office (8:30am – 4:00pm)

Contact the office on office@stjames-veybridge.surrey.sch.uk / 01932 851 762 - for all administrative matters, including:

- Notifying us of absences or changes to pick-up arrangements.
- Making payments.
- Updating contact details (essential for emergency situations).
- Urgent matters relating to your child should be called through to the office as emails may not be seen ahead of the school day starting, or during the school day.

Teaching Staff

As part of their professional responsibilities, the class teachers are responsible for the learning, assessment, pastoral and SEND needs of their class. Therefore, class teachers should be the first contact for most concerns and will always be happy to provide assistance and support.

You can raise concerns through:

- **Informal Discussion:** Staff are happy to be approached at the end of the day at collection times.
- **Email:** Teachers can be contacted via email, via the school office email address office@stjames-veybridge.surrey.sch.uk. Please note that teachers are unable to check emails during the school teaching day.
- **Appointments:** If you require a longer discussion, please request a meeting or telephone call.
- **Urgent Matters:** Please do not email urgent information; call the School Office to ensure the message is received immediately.

Confidential Concerns

For sensitive matters relating to staff conduct or safeguarding issues, please contact our Designated Safeguarding Lead (DSL) and Headteacher directly at dsl@stjames-veybridge.surrey.sch.uk. These communications are handled with the highest level of discretion and priority.

SEND Concerns

If you have questions regarding Special Educational Needs or Disabilities, or wish to discuss your child's individual learning support, our SENDCo can be contacted at sen@stjames-veybridge.surrey.sch.uk.

Flow Chart

For a visual flow chart of who can support with queries and concerns, please see our flow chart at the end of the document. For the majority of conversations, the class teacher would be the best person to contact. However, if parents remain unsatisfied this may be escalated to different layers within the school leadership structure. Being asked to speak to a particular member of staff is not a dismissal of a concern, but a way to ensure it is addressed by the person best placed to help

Parent Communication Flow Chart

Parent identifies an issue or concern relating to their child's learning, behaviour or wellbeing.



Speak to the Class Teacher (First Point of Contact)

As part of their professional duties, classteachers have responsibility for curriculum delivery and the academic progress of their class. They are also responsible for the pastoral and SEND support for the class. The class teacher works with the child on a daily basis and has the most direct understanding of their academic progress and classroom behaviour. Many issues can be resolved quickly at this stage.



Subject Leaders

In some circumstances, you may be directed to the subject leader if your complaint is relating to curriculum coverage or curriculum choices. Subject leaders have responsibility for the standards in their subjects and progression.



Speak to the Phase Leader/ SENCO

Phase leaders have responsibility for the behaviour, curriculum and assessment of their phase and can be used to further investigate concerns that have not been resolved at classteacher level. The SENCO may also be involved at this level if the concern relates to SEND.



If your concern cannot be resolved, speak to the Deputy Headteacher



If your concern cannot be resolved, speak to the Headteacher

While the communication pathway helps ensure concerns are addressed by the most appropriate member of staff, SLT remain accessible and involved where matters are serious, unresolved or require wider oversight. Members of the Senior Leadership Team are present on the gate each morning if required.

There are specific instances where concerns should be shared directly with the Headteacher or Safeguarding Team.

Safeguarding

All Concerns about Safeguarding or welfare of a child can be emailed to: dsl@stjames-veybridge.surrey.sch.uk

This inbox is reviewed every school day.

Concerns about actions or conduct of a staff member

The Headteacher is responsible for holding staff to account.

dsl@stjames-veybridge.surrey.sch.uk or email the office requesting a call from the Headteacher regarding a staff concern.

Special Educational Needs and Inclusion

Our SENCO supports with special educational needs or barriers to learning, and can coordinate assessments, interventions, or external support. The SENCo can be contacted directly on sen@stjames-veybridge.surrey.sch.uk

Formal Complaints

If you do not feel that your concerns have been dealt with appropriately, then please consult our formal complaints policy on our website. You will receive a formal written response from the school within 20 school days on receipt.

Response Timelines and Expectations

We value your input and aim to respond to all queries as quickly and efficiently as possible. However, during our main school hours, our main focus is providing the highest possible quality of education and keeping the children safe, and therefore there may be a delay in our responses.

For general enquiries or messages left via the school office or email.	We aim to acknowledge or provide a brief response within 48 hours (2 working days).
Detailed or wider concerns	<p>If a query requires investigation, data collection, or a meeting with multiple staff members, we aim to provide a longer response within 5 working days.</p> <p>In cases where a detailed response is needed, we will acknowledge your email within the 48-hour window to let you know the matter is being investigated.</p>

Communication Conduct

We understand that concerns can sometimes feel emotional or urgent. We ask that communication remains respectful, in line with our parent code of conduct, so that we can work together productively and support all children effectively.

Personal Communication and AI

We recognise that some parents may use AI tools to help draft communication. However, we strongly encourage parents to contact the school in their own words, or to request a meeting where appropriate. Personal communication helps us better understand individual context and resolve concerns more efficiently. AI generated messages can sometimes remove important detail or introduce formal and legal language that requires additional checks out of context of the concern, which may delay a response.

Confidentiality within communication

In line with our commitment to confidentiality and privacy for our families, we will only discuss information regarding your child with you as parents. We are not able to discuss the provision, behaviour, or consequences relating to other pupils.

Concerns about parental communication

Should concerns arise regarding the nature or frequency of communication from parents and carers, the school will refer to the parent code of conduct. St James may issue a warning, or implement a Communication Plan to ensure that we are able to respond to concerns and continue school operations.

We value open and respectful communication with parents and carers and appreciate your partnership in supporting the children in our care