

Author	Headteacher	Target group	All parents, carers and staff
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Parental and Carer Communication Strategy

1. Our Commitment

At our school, we believe that children do best when **school and families work together**. This policy explains how we will keep you informed, listen to your views, and make communication clear and easy.

2. What We Aim to Do

We want to:

- Keep you up to date with what's happening in school
- Share information about your child's learning and wellbeing
- Make it easy for you to contact us
- Listen to your ideas, questions, and concerns
- Build strong, positive relationships with all families

3. How We Communicate With You

3.1 Digital Communication – Emails

Emails are used to share most of the information you will need. Please note that on occasion, emails may go in your junk mail, so please check this regularly. Emails are a two-way form of communication and our enquiries inbox is monitored from 8:30am until 4pm Monday to Friday.

What will we share via email?

- The Daily Digest – sent out at 4pm every day. The Daily Digest will give you all the information you need relating to day-to-day notices, PE days, upcoming workshops, educational visits, assemblies, parent events and fundraisers.
- Curriculum overviews on a half termly basis
- Information about Special Educational Needs reviews
- School reports in the penultimate week of the academic year
- Information about ordering hot meals
- Invitations to special assemblies

3.2 Digital Communication – School Website

Our school website address is www.lincolncarlton.anthemtrust.uk. Much of the information sent by email can also be found here. There is a large section called curriculum where you will find everything you need to know about what your child will be learning. We will also repeat important notices about school events and fundraisers.

3.3 Digital Communication – Social Media – Facebook

To find our Facebook page, go to [@carltonacademy1](http://www.facebook.com) Our Facebook page is used to celebrate all of the exciting learning and events that take place in school. Please note that the messaging service is not actively monitored and all questions and queries should be emailed to enquiries@lincolncarlton.anthemtrust.uk

3.4 Paper Communication

We are a paperless school and as such, very few items will be sent using this format. There may be a few occasions where leaflets are distributed to children at the end of the school day.

3.5 Talking to You in Person

Talking to parents and carers face-to-face is vital for building relationships between home and school. Early in the school year, you will be invited to a whole class 'Meet the Teacher' event where you will meet your child's class teacher in person.

There are always members of the Senior Leadership Team on the school gates at the beginning and end of the school day and they are more than happy for you to ask questions or to pass messages to your child's class teacher.

We know that parents and carers often want to speak to their child's class teacher at the beginning of the school day, however this is difficult for teachers who are working in classrooms without another adult. If you have an urgent message to pass to your child's class teacher, please speak to a member of the Senior Leadership Team on the gate and they can pass this on for you. Your child's class teacher will be more than happy to speak to you at a mutually convenient time and this can be arranged by emailing them directly (email addresses can be found in parent handbooks and the school website).

Parent Consultation meetings are planned twice a year – once in November and once in April. This is an opportunity for you to book an appointment to speak to your child's class teacher in person to talk about their progress and next steps.

Children who are on the Special Educational Needs register will have additional opportunities to meet their child's teacher throughout the year and class teachers will arrange this.

3.6 Phone Calls

Phone calls are used to communicate urgent issues but most importantly if your child is unwell during the school day. Please make sure the emergency contact details we have for you are always up-to-date.

Phone calls are also used where a safeguarding concern has been highlighted and we need to speak urgently to parents or carers.

4. Sharing Learning With You

We know that children who are supported with their learning at home, make more progress. To support parents and carers with this we will:

- Provide a termly update on each child's progress (two face-to-face parents evenings and one written report at the end of the academic year)
- Send home termly curriculum information

- Share ideas for supporting learning at home
- Offer workshops on reading, phonics, maths, and other key areas

5. When You Contact Us

- We aim to acknowledge receipt of messages within **24 hours** during the school week.
- If we need more time to look into something, we will let you know
- All communication will be polite, respectful, and professional
- We ask that parents communicate with staff in the same way

6. Making Communication Accessible

We are proud of our diverse school community and the advantages that this brings. To make our communications more accessible we will:

- Provide translated information where possible
- Offer interpreters for meetings if needed
- Make adjustments for parents with additional needs
- Use clear and simple language

7. Emergencies and Urgent Updates

If we need to contact you in an emergency during the school day, we will always make contact via telephone in the first instance. This may be followed up with an email if we are unable to make contact. Please make sure your contact details are always up-to-date.

If we need to send an urgent update to parents and carers linked to this like cancelled clubs, late returns from visits etc. this will be done by email and using the MCAS app.

If you need to make contact with school about an urgent matter between the hours of 8:30am and 4:00pm, please call 01522 522633 and speak to the school office. Although emails are monitored throughout the day, telephoning will always get the quickest response.

If you have a genuine emergency outside of these hours, please contact Mrs Amy Melhuish (Headteacher) on (01522) 457986.

8. Listening to Parent Voice

We want to hear your views. We will gather regular feedback through:

- Informal conversations
- Parent surveys
- Parent forums or coffee mornings
- Suggestion boxes or online forms
- Consultations on important changes

9. What Staff Will Do

Staff will:

- Communicate clearly and kindly
- Share accurate information
- Keep personal information safe
- Direct you to the right person if needed

10. What We Ask From Parents

We ask parents to:

- Read school messages regularly
- Keep contact details up to date
- Communicate respectfully with staff
- Let us know about concerns or changes at home that may affect your child
- Contact us directly and quickly if they have a question, frustration or concern

11. Reviewing This Policy

We review this policy every year and welcome feedback from families to help us improve.

Monitoring arrangements

This policy will be reviewed every year.

Appendix 1 – To be displayed around the school premises

Respectful Behaviour Expectations on School Premises

A Safe and Positive Environment for Everyone

Our school is committed to providing a safe, respectful, and inclusive environment for pupils, families, and staff.

The following behaviours will not be tolerated on school premises, during school events, or in communication with the school:

Abusive, Aggressive or Threatening Behaviour

This includes:

- Shouting, swearing, insults, or abusive language towards staff, pupils, or other parents
- Threats, intimidation, harassment, or hostile behaviour
- Physical aggression or violence
- Repeated aggressive emails, messages, or phone calls

Inappropriate Use of Social Media (Including What's App)

This includes:

- Posting defamatory, misleading, or inflammatory comments about the school, staff, pupils, or families
- Sharing confidential information
- Encouraging online hostility or campaigns against individuals or the school

Discrimination or Hate Speech

- Any racist, sexist, homophobic, discriminatory, or prejudiced comments or behaviour
Towards pupils, staff, or families will not be accepted.



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