Parent/Carer Communication Protocol - 2026 - 2027

St. Michael in the Hamlet Primary School

Working Together

At St. Michael in the Hamlet, we value positive and respectful relationships between home and school. Effective communication helps us work together in the best interests of every child. This protocol sets out how parents, carers and school staff can communicate professionally, respectfully and constructively.

Our Commitment:

- Treat parents and carers with courtesy and respect.
- Acknowledge communications promptly.
- Respond within reasonable timescales.
- Listen carefully to concerns and seek solutions.
- Ensure communication is clear, professional and child-focused.

We ask parents and carers to:

- Communicate respectfully with all staff.
- Raise concerns calmly and directly with the appropriate member of staff.
- Allow reasonable time for responses before sending follow-up messages.
- Recognise that staff may not be available during teaching time.
- Refrain from using social media to share/discuss complaints or concerns about the school, staff or pupils.

Communication Channels	
Concern	**First Point of Contact**
Day-to-day class matters	➢ Class Teacher
Pastoral concerns	➢ Class Teacher or Pastoral Team
Attendance concerns	➢ Attendance Team via the school office
SEND concerns	➢ First point of contact: Class teacher ➢ Second point of conduct: SENDCo
Safeguarding concerns	➢ Designated Safeguarding Lead / Deputy Safeguarding Lead
Formal complaints	➢ Stage 1 – Class Teacher ➢ Stage 2 – Headteacher ➢ Stage 3 – Chair of Governors ➢ Stage 4 – Governor Services

Managing Concerns:

1. Discuss with the appropriate staff member via the point of contact communication channel.

2. Should you not be satisfied with the outcome of your concern, please complete the attached communication proforma ***(attached below) – appendix A***. This can be e-mailed to admin@smhsch.co.uk or provided in writing via the school office. Paper copies can be requested from the school office.

3. A meeting with a member of the Senior Leadership Team will be arranged to discuss your concerns further and to establish an agreed resolve.

4. Follow the school's Complaints Policy if necessary.

Response Times - We aim to:

- Acknowledge emails within **2 working days**.
- Provide a response within **5 working days**, where possible.
- Inform parents if further investigation is required and provide an update.

Please note:

- Response times for communications that fall under our formal complaints procedures are stipulated in the school's complaints policy, as the response times differ.
- Staff are not expected to respond outside normal working hours.
- Emails received during weekends or school holidays will be responded to during the next working period.

Meetings with Staff:

- Meetings should be arranged through the school office unless alternative arrangements have been agreed.
- Staff may require time to gather information before a meeting can take place.
- We encourage face-to-face meetings where issues are complex or sensitive.

Unreasonable Communication

To protect staff wellbeing and maintain effective working relationships, the school may take action where communication becomes:

- Excessive in volume or frequency.
- Abusive, aggressive or threatening.
- Repetitive after a matter has been fully responded to.
- Directed towards multiple members of staff unnecessarily.

In such circumstances the school may:

- Restrict communication to a single point of contact.
- Require communication to be in writing.
- Limit the frequency of responses.
- Refer to the Parent/Carer Code of Conduct where appropriate.

Our Shared Aim

We all want the same outcome: children who are safe, happy and successful.

By communicating respectfully and professionally, we can work together to achieve the very best for every pupil.

Appendix A – Communication Proforma

St Michael in the Hamlet Community Primary School

Communication Proforma

Parent/Carer Name:	
Child's Name & class:	
Member of Staff Spoken to initially: **Date of initial conversation:**	
Please briefly outline your concern:	
Summary of advice/action already provided:	
Desired Outcome - What would you like the school to do to help resolve this matter?	