



STANGROUND ACADEMY

Parent–School Communication Policy

Date of Issue:	Autumn 2025
Review Date:	Summer 2025
Approved by:	Senior Leadership Team

Purpose of this policy

This policy sets out clear expectations for communication between parents/carers and school staff regarding student matters such as learning, behaviour, and wellbeing. It aims to ensure communication is professional, respectful, and effective, supporting positive relationships between home and school.

This policy applies to:

- All parents and carers of students enrolled at the school.
- All staff members, including those who are also parents within the school community.

Key Principles

- Communication between parents and staff should be formal, courteous, and solution-focused.
- The school values collaboration with parents to support student success.
- Staff wellbeing and workload must be respected; responses will occur within agreed timeframes.
- All communication must comply with DfE guidance on safeguarding and data protection.

Methods of Communication

- Email should be the primary method for formal communication.
- Parents should use the Academy’s official email addresses provided on the website or in communications.
- Staff should acknowledge communication within two working days, unless urgent. Excluding exceptions due to staff absence.
- Telephone contact should be made via the school reception for urgent matters only.
- In-person meetings must be pre-arranged through email or reception.
- The Academy may communicate through online platforms such as Classcharts and Arbor messaging for reminders.

Expectations of Parents

- Use clear, respectful language in all communications.

- Staff should not be contacted via their personal communication methods such as personal emails, phone numbers or social media.
- For staff who are also parents, communication should occur via private email accounts, and where possible, best practice would be that another parent/carer in the household should act as the primary contact.
- Allow reasonable time for responses; do not expect replies outside working hours and/or term time.

Expectations of staff who are also parents

- Staff need to communicate with the school as if they were a member of public rather than a member of staff.
- Communication should occur via private email accounts, and where possible, best practice would be that another parent/carer in the household should act as the primary contact.
- Staff should not use Teams or personal platforms such as text or social media to communicate with a member of staff about any issue.
- As with any parent, staff should contact a member of staff via e-mail to request a formal meeting, rather than adhoc meetings within school.

Expectations of Staff

- Respond professionally and within the agreed timeframe.
- Do not use personal email or messaging apps for school-related communication.
- Maintain confidentiality and comply with GDPR and safeguarding requirements
- Staff should communicate with any member of staff who is also a parent in the same manner that they would approach an external parent.

Escalation Procedure

If a concern is not resolved:

1. Contact the relevant Head of Year via email.
2. If still unresolved, escalate to relevant Senior Leader.
3. Formal complaints should be directed to enquiries@stangroundacademy.org – They will then be passed onto the Vice Principal to triage complaints procedures.
4. Final stage: Head of Academy/Executive Principal.

Monitoring and Review

The Senior Leadership Team will review this policy annually. Feedback from parents and staff will inform updates.

Appendix A – Email Etiquette

- Use a clear subject line (e.g., “Query regarding Year 9 Maths homelearning”).
- Keep messages concise and factual.
- Avoid emotional or accusatory language.

- The use of AI to generate e-mail responses is strongly discouraged for both staff and parents. AI has been found to draw false conclusions regarding national policies and can lead to unhelpful complications and misinterpretations.