

# Evelyn CP School



## Communications Policy

Written: November 2023

Re-accepted: November 2025

Updated: January 2026

## **Key Objectives**

All communications at Evelyn CP School should:

- keep staff, pupils, parents and other stakeholders well informed
- be open, honest and professional
- use jargon-free English and be easily understood by all
- use the method of communication that is most effective and appropriate to the context and audience

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key.

Evelyn CP School aims to make our written communication as accessible and inclusive as possible. We will seek to ensure all our parents can access a form of communication, making alternative arrangements where necessary (eg. EAL, SEND, IT access or literacy issues). We will seek parental feedback on our communication via our parent survey.

## **Contacting the School**

<b>Postal Address</b>	<b>Phone</b>	<b>Email</b>
Evelyn CP School Evelyn Avenue Prescot L34 2SP	0151 477 8570	<a href="mailto:evelyn.de@knowsley.gov.uk">evelyn.de@knowsley.gov.uk</a>

Communication by email is the preferred method, or you can call in at the school office if the situation is more urgent. Office staff are always available to answer queries but please bear in mind that most information can be found on the School website.

## **Contacting the Head Teacher**

If you wish to meet with the Headteacher, Miss Macleod would prefer parents to make an appointment to speak with her, but will endeavour to see parents if she is free to do so. If the matter is less urgent and can be delivered via email, please use the school's email address rather than email Miss Macleod directly.

## **Contacting Class Teachers**

Teachers want to respond to parental queries at the earliest opportunity and will do their best to achieve this. However, the majority of teachers' time during the day is taken up teaching and preparing for lessons.

Teachers' responsibilities extend beyond the classroom, for example, playground duty or after school clubs, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

We request that parents/carers do not contact class teachers on Seesaw or Tapestry (other than accessing/responding to homework) and do not use teachers' personal email addresses unless they have been asked to do so.

## **Telephone**

Please leave a message for a teacher to contact you:

- Office staff will relay messages to teachers as soon as possible
- If a call is urgent, please inform the Administrator who will attempt to find a senior member of staff to speak to you
- We will try to respond to you on the same day where possible, or within three working days
- Please note lessons will not be interrupted for teachers to take calls

## **Email**

Please use the school email address if you need to contact staff directly:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

## **Meetings**

- Meetings should always be pre-arranged with members of staff
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

- Please bear in mind it may be easier for a class teacher to speak with you at the end of the day rather than before school

### **Contacting You**

Our preferred method of contacting you informally is via Parent Pay.

Formal letters, which have been approved by the Headteacher, will be posted or sent with your child.

### **Social Media**

We have introduced a school Instagram account to promote student achievements and generic educational information. This is a business account managed by a small team, and requires 2 factor authentication for the designated administrators. A limited number of administrators will have access to the platform.

Permission has been requested from parents for children's images to be used. Photographs will not be published without parental consent.

Careful consideration is given to content, which is solely for the purpose of showcasing student achievements, highlighting daily school life and promoting school involvement in community events. It is not a platform for urgent enquiries, critical information or direct messaging with parents. Filters are in place to avoid misuse and inappropriate comments/language.

Content will be approved by the headteacher prior to uploading and will be regularly reviewed.

All other key school information and curriculum information can be found on the school website.

### **No Response**

If you have not received a response from the school within three working days please contact the school by emailing [evelyn.de@knowsley.gov.uk](mailto:evelyn.de@knowsley.gov.uk) and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

Updated: January 2026