



Communication Protocol

Cranleigh C of E Primary School

Date Protocol Created:
Intermittent Review
Schedule of Review:
Next Review Date:

Autumn 2025
Spring 2026
Annually
Autumn 2026

1. Protocol Statement

Cranleigh C of E Primary aims to nurture belief and ensure the highest standards of learning for all.

The Communication Protocol will serve as a guideline to ensuring that this is implemented and that the highest standards of learning for all are maintained through effective communication.

2. Aims

To ensure effective communication takes place between the parents/carers, children, stakeholders and staff of Cranleigh C of E Primary, to maintain a thriving and successful school. All communication must be respectful, clear, professional, timely and appropriate. The aim of this protocol is to:

- Promote good communication between home and school
- Clarify the expectations around communication between home and school
- Ensure that parents/carers know the right people to contact with a query or issue and the best method of communication to use to do this
- Ensure that our teaching staff are able to prioritise teaching as their primary purpose

3. Considerations

There are occasions where staff roles determine that immediate correspondence or contact is not possible. Our teaching staff have teaching and other commitments throughout the school day, including breaktimes and at the end of the day, for example running extra-curricular clubs, working with children, parent consultation evenings, or attending professional development sessions. In addition to these commitments, during lesson time staff focus on the children in their class and are directed not to access their emails. Our teaching staff therefore have limited time and access to read and respond to emails and are also unlikely to be available for meetings that have not been pre-arranged.

The [school website](#) holds information on term dates, the school calendar, policies and much more so please refer to it in the first instance when seeking information.

4. The School and The Trust

For the purpose of this document, it should be noted that Cranleigh C of E Primary is part of [The Good Shepherd Trust](#). As all schools cater for a variety of different age groups and areas, this communication protocol serves as a general guidance and overall view of communication specific to Cranleigh C of E Primary.

If you would like to discuss the school's communication, please do this with the Head Teacher as your first point of contact.

5. Safeguarding

Urgent safeguarding concerns should be reported to the Police or LA.

Police: 999 or 101

Local Authority Children's Services: 0300 470 9100 cspa@surrey.gov.uk

Local Authority Designated Officer: 0300 123 1650 lado@surreycc.gov.uk

Safeguarding information that parents want to share with the school should be sent to the DSL team via.

DSL email address: dsl@cranleighprimary.co.uk

DSLs will aim to respond to parents as quickly as possible, but it is not possible to guarantee timescales. Therefore, please avoid contacting the school with an urgent matter and asking for an immediate call back. The office staff are likely to recommend you contact the Police or LA if you do.

6. Forms of Communication

6.1 Letters

Letters from parents should be delivered/posted to the front office, whereby they will be given to the relevant staff member. We aim to respond to letters as quickly as possible. A response to acknowledge the letter will usually be made via email within 2 days of the letter being received, where possible, a full response will be provided within 10 working days. Letters to parents/carers must be processed through the school administration teams and approved by a member to the Senior Leadership team before posting/emailing.

You will be notified by letter/email for events such as outings/field trips, as well as relevant important school dates and events. Letters may be sent via attachment to email to improve communication wait times.

6.2 Telephone

Parents/carers are to use the main school phone number found on the website. As staff might be delivering lessons or in meetings, they will contact the parent/carer as soon as it is possible to do so. We aim to respond to non-emergency calls within 2 working days, where possible, with any follow up action to the request being dealt with within 10 working days.

Records of calls between staff and parents/carers may be logged on school systems depending on circumstances and additional agencies that require notification. For further details see the Behaviour, SEND and Safeguarding Policies which can be found on the [school website](#).

Parents/carers can be contacted by staff with updates of child's progress via telephone.

Absences of children are to be reported by telephone to reception the morning of the absence. The original absence notification can be followed up by an email or alternative form of communication; however, it is expected that parents/carers first contact reception using the main school phone line and leaving a message on the answering machine.

Please contact the school by telephone where a matter is urgent. Urgent matters are those that relate to the safeguarding of your child and might include getting a message to your child about a change in arrangements for picking them up from school, to advise a new or changed medical need or to raise a concern about your child's wellbeing.

6.3 Email

Parents/carers may wish to contact the school via email for general enquiries, and this can be done by emailing the general school email found on the website. The administration team will then forward the email to the relevant staff member. We aim to respond to emails within 10 working days. Should staff respond via email, it is expected that they use their school email address.

On no occasion may parents/carers contact school staff on personal home email addresses.

Staff will not respond to offensive, abusive or contentious emails. These will be forwarded to a member of the Senior Leadership Team who will take appropriate action.

6.4 Meetings

Parents/carers should contact the school's front office to arrange an appointment for face to face or online meetings with staff. The office will aim to contact you back within 5 working days with a meeting date.

Although we enjoy greeting you at the gate, please be aware that this is not the time to meet with staff as they might have other responsibilities and commitments to attend to. Please do not arrive at the school expecting the staff member to be available.

If you would like a meeting, please let us know what you would like to discuss when you make this request so that the member of staff can have any necessary or helpful information to hand. Staff may ask for another colleague to join or hold the meeting to be able to give you the best advice and support possible.

6.5 Daily communication

It is not expected for staff to contact you daily; however, in some instances, if certain types of first aid have been administered, your child might come home with a note in their bag, so it is recommended to check in with your child daily. Additionally, some classes use reading records in the EYFS and KS1, and these might need to be checked by parents. For further information on your child's year group, please view class pages on the [website](#).

6.6 Reports

Reports may be used by our school as a form of communication to show a pupil's progression and how to support the pupil further. Reports may be academic or pastoral. Before reports are sent to parents/carers they will be read by a member of our Senior Leadership Team.

Parents may wish to contact staff to discuss these reports and following the process outline above may arrange a meeting/call back from the relevant staff member.

6.7 Newsletters

Newsletters are emailed out fortnightly (as of the 2025/26 academic year) and used as a form of communication highlighting school activities. They can also be found on the [school website](#).

6.8 Website & Social Media

Cranleigh C of E Primary has a main website, explaining our vision and mission. On this website you will find gateways and access to class pages. The website will have information highlighting policies, and procedures, contact details, timetables, uniforms, lunch menus, academic information relating to curriculum, and information on news and events.

Cranleigh C of E Primary has a [Twitter](#) and [Facebook](#) newsfeed where additional updates can be found on community and school activities. Please see website top right-hand corner "Parent Links" to follow them.

6.9 Text

Automated text is used as a general form of communication by our school to parents/carers (you may find these used in the event of extreme weather and/or emergency closures). These cannot be responded to and are operated on a one-way system.

On no occasion should parents contact staff on their personal mobile numbers.

6.10 Feedback

Supportive collaboration is vital in enabling us to strengthen our provision and to meet the needs of all children. Parents are encouraged to share their feedback by email, and we also distribute surveys and questionnaires. We value candid responses, which play an important role in helping us to refine and improve our provision.

For complaints, please follow our Complaints Policy and Procedures, which can be found on our [website under Policies](#).

7. Inclusive Communication

7.1 Accessibility

We will endeavour to make reasonable adjustments that may be necessary to enable a parent/carers with a disability or language barrier to participate fully in a meeting or to receive and understand communication.

7.2 Supporting SEND

We recognise the importance of how building positive relationships with parents/carers of all our children supports us in our understanding of the individual children's needs and helps to maintain an inclusive environment. For further information on our SEND Practices please refer to our [SEND Information Policy](#) which may be found on our website.

7.3 Contacts

This [link](#) will take you to the website page containing information about who you should contact with a query or concern. If you are still unsure, please call the main office on 01483 273286 and they will assist with directing you to the most appropriate person.

8. Pupil Communication

8.1 Pupil Voice

We welcome our children to communicate openly and honestly with staff. And encourage them to voice their opinions in a positive and respectful manner through questionnaires, discussions and opportunities to participate in School Council meetings.

8.2 Respect

We have a zero tolerance for any disrespectful communication by children towards staff. In these instances, a member of SLT will follow up with the child, and the [behaviour policy](#) will be followed.

We understand that our children have a variety of emotions and strive to create an environment that demonstrates compassion for this, and that allows them to express themselves while simultaneously learning positive communication skills and encourages them to be polite and respectful. We have 6 core Christian Values, which our children are taught about across the year, and which we uphold as a school. Additionally, our school uses a [Thrive approach](#) (more information can be found on the school website).

We expect our staff members to remain professional in their mannerism, and considerate of the language they use.

8.3 Health and First Aid

Parents must follow the 'Supporting Pupils with Medical conditions' Policy and inform the school of medical conditions.

If First Aid is administered staff will follow the First Aid Policy.

9. Media

Our main avenue of communicating with parents is through the Cranleigh C of E website and Newsletters. For wider coverage the *Headteacher, Kate Pelazza*, at times might communicate with external stakeholders, such as local authorities, newspapers etc. At these times parents/carers will be notified of events or coverage through links via email/text, or the school Newsletter.

APPENDIX

Additional Policies

Policies can be found on the school website:

[Policies - Cranleigh C of E Primary School - To Nurture Belief and Ensure the Highest Standards of Learning for All](#)

Please refer to the following policies for more details:

- [Attendance Policy](#)
- [Anti Bullying Policy](#)
- [Complaints Policy](#)
- [Online Safety Policy](#)
- [Behaviour policy](#)
- [SEN/SEND policy and information report](#)
- [Supporting Children with Medical Conditions Policy](#)
- [Equality information and objectives](#)
- [Safeguarding and child protection Policy](#)
- First Aid Policy