



Newington Church of England Primary School



Communication Agreement

Welcoming, Forgiving, Generous, flourishing

At Newington Church of England Primary School, we believe that strong, respectful communication between home and school is key to ensuring every child thrives. This agreement outlines clear expectations to support positive, professional and effective communication for all.

Our Commitment as a School

- Communicate clearly, regularly and respectfully
- Keep parents informed about learning, progress and school updates
- Respond within 2 working days wherever possible
- Listen and work collaboratively to resolve concerns
- Ensure communication is professional and solution-focused
- Respect staff wellbeing and working hours

Our Expectations of Parents/Carers

- Communicate respectfully and courteously at all times
- Use appropriate channels (see below)
- Allow reasonable time for responses
- Raise concerns promptly and constructively
- Avoid making negative statements about staff, parents, pupils or volunteers on public platforms including social media or class WhatsApp
- Be mindful of staff working hours and wellbeing
- Communicate positive messages and celebrations as well as concerns or questions

Shared Expectations

- Focus on the best interests of the child
- Communicate calmly, honestly and respectfully
- Work together to resolve concerns positively
- Model positive behaviour for children

Communication Channels

- General enquiries: School Office
- Class communication: Will come out on Dojo and MCAS app
- Concerns: Class teacher first – request a phone call or catch them at the end of the day, then senior leaders if needed – available on the gate every day or via the school office email.
- Formal concerns: Follow the school Complaints Policy

By working together with mutual respect, trust and openness, we create a strong partnership that allows every member of the school community to feel supported, confident and successful.