



21st March 2025

Dear Parents and Carers

Communication at John Flamsteed Community School

In our parental voice survey, which took place prior to our recent Ofsted inspection, communication was highlighted as an area where parents and carers felt we could make improvements. You asked for:

- A clearer understanding of who to direct a query to
- Speedier response times
- Key dates and summaries of events for each year group
- More information around the curriculum added to our school website

Hopefully you will already have found our new 'Year Overviews' and updated website useful. The next step is to further strengthen links between home and school by ensuring clarity and consistency of all messaging and communication. I'm writing today to share how we have reviewed our communication protocols to ensure that all interactions are clear, professional and supportive. We aim to:

- Highlight key messages
- Be open, honest, ethical and professional
- Use jargon-free English and remove ambiguity
- Be timely in our response
- Promote positivity
- Take account of relevant school policies

We will continue to use a variety of methods to keep you informed about matters concerning your child:

- **InTouch:** For letters, messages and urgent updates such as attendance or weather-related closures.
- **Class Charts:** For general information and updates about your child's daily progress.
- **Emails and Phone Calls:** For more specific or targeted communication.

Our Reception Team is your first point of contact. They handle all queries with care and professionalism, ensuring that your concerns are addressed by the appropriate staff member. Reception will gather key information to direct your query and prioritise it based on urgency.



To assist the efficiency of communication, please refer to our [Communication Flowchart](#). This has been designed to streamline communication and offer clarity as to where to direct a query and how to escalate it, if necessary. A key change you may notice within this are new inboxes that have been created to contact the Heads of Year – this is intended to assist the pastoral team in managing their workload.

Respectful Communication

Whilst we try our very best to respond to each query in a timely manner, please note that staff might not respond to communications outside of school hours or their working hours (if they work part-time) or during school holidays.

We have worked hard to establish a Culture of Kindness within our school and we model this for the students in adult interactions. As such, we have a zero-tolerance approach to abusive language or other unreasonable behaviour towards our staff (e.g. unreasonable persistence, constant contact or refusal to accept explanations of decisions). Everyone who works at this school wants the very best for our students and we can only achieve this by working together.

We hope this provides clarity on how we aim to communicate with you. Should you have any questions or concerns, please do not hesitate in contacting us.

Yours sincerely



Mrs L Hilton
Head of School