



11 September 2025

Dear Parents and Carers

## Communication at John Flamsteed Community School

As a school, we aim to communicate clearly with parents and carers so that we can forge professional and supportive relationships. This is for the benefit of the students in our care who we want the very best for.

This means that in our communication, 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
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A reminder that we will 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.

Please find attached our revised [Communication Flowchart](#) for September 2025. This is designed to streamline communication and offer clarity as to where to direct a query.

## Respectful Communication

A reminder that 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' 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.

Mrs Stockley will be in touch with 'Year Overviews' for each year group in the next week. This will give you a clear idea of the key dates, events and information pertaining to students in specific year groups.

Should you have any questions or concerns, please do not hesitate in contacting us.

Yours sincerely



Mrs L Hilton  
Head of School