

Sir Alexander Fleming Primary School and Nursery



Communication Policy

Written: January 2026

Review Date: September 2026

Strengthening Communication Between Home and School

At Sir Alexander Fleming Primary School and Nursery, we believe that a strong partnership between home and school is essential for every child's success. Open and effective communication helps us work together to support your child's learning and wellbeing. Parents play a pivotal role in this partnership, and we truly value your views, ideas, and feedback. Your insight helps us shape the best possible experiences for our children, ensuring that decisions reflect the needs of our families as well as our pupils. By working together, we can create a positive, supportive environment where every child thrives academically, socially, and emotionally.

How to contact the school

- **Phone:** 01952 327820
- **Email:** office@alexanderfleming.org.uk
- **Office Hours:** 7.30am – 4.30pm
- **Join us:** Facebook / Seesaw – letters and updates are posted on here; we no longer send out bulk emails.

For general enquiries, please contact the school office first. They will direct your query to the appropriate member of staff.

How to contact your child's teacher

- You should always discuss your initial concerns with your child's class teacher (learning, behaviour, any incidents). They spend the most time with your child and know them the best!
- Teachers are available for brief conversations at the beginning and end of the school day.
- For more detailed discussions, please arrange an appointment for a telephone conversation or face-to-face meeting via the school office.
- We kindly ask that you avoid discussing concerns on the door as these need to be done in private – you could arrange a meeting during this time.

What to do if you have a SEND query?

If your question relates to **Special Educational Needs and Disabilities (SEND)**:

- You should always discuss your initial concerns with your child's class teacher. They spend the most time with your child and know them the best!
- Contact our **SENDCo, Mrs Pigg**, via the school office – they will support you to arrange an appointment to discuss your child's needs and the support available.
- For urgent matters, please call the school office and ask for the **SENDCo** directly.

What to do if you have an Attendance query?

To inform school of your child's absence:

- **Phone:** 01952 327820
- **Email:** office@alexanderfleming.org.uk

If you have any questions or concerns about your child's attendance, please contact Mrs Tomlinson or Mrs Adams via the contact details above. Our attendance team will be happy to support you with any queries, including reporting absences or discussing attendance targets.

What to do if you have a Safeguarding query or concern?

If you have any questions or concerns about your child or another family, please contact Mrs Adams or Mis Hullin by:

- **Phone:** 01952 327820 – the office team will transfer your call or arrange a callback.

- Email: office@alexanderfleming.org.uk
- **Pop into the office:** The inclusion team are always available to support our families so sometimes it helps to just pop in and see if they are free.
- **Family Connect – 01952 385385**

How will the school communicate with you?

At Sir Alexander Fleming Primary School and Nursery, we are committed to maintaining clear, timely, and respectful communication with all parents and carers. We recognise that strong communication is the foundation of a successful partnership and ensures that every child receives the best possible support.

Our Promise to you:

- We will **keep you informed** about your child's learning, progress, and wellbeing through regular updates at formal parent consultations and throughout the term at different intervals, should the need arise.
- We will **share important information promptly**, including letters, term dates, events, and policy changes.
- We will **respond to queries within a reasonable timeframe** (usually within 2 working days)
- We will respond to all communication with **professionalism, kindness, empathy, and compassion**.
- We will **use multiple channels** to ensure accessibility, including:
 - **Seesaw** for class updates, school events, reminders and messages
 - **Facebook** for school events, reminders and messages
 - **Email and phone** for urgent or individual matters
 - **Letters** for formal communication

We will **inform you immediately of any urgent issues**, such as safeguarding concerns, accidents, behaviour incidents or significant changes affecting your child.

If you have difficulty with any forms of communication we use, please let us know so we can try and use a more tailored approach.

Our goal is to ensure that you feel informed, involved, and valued as a key partner in your child's education.

Thank you for working with us to maintain clear and positive communication. Together, we can ensure the best outcomes for your child. By staying connected, sharing feedback, and supporting one another, we create a partnership that empowers every child to thrive academically, socially, and emotionally. Your

voice matters, and we are committed to listening, responding, and working collaboratively to make our school the very best it can be.

Here to help!

Who should I speak to at a glance!

Admin Team (including DSL)	Class teacher	Assistant Headteacher	Deputy Headteacher	Headteacher
•Attendance •Absence •Holidays •Safeguarding •School Meals •Payments •Wrap-around care •Clubs •General enquiries	• First point of contact •Learning •Concerns •Behaviour •Family news •Celebrations	•Concerns that you feel are unresolved having spoken with the class teacher *Mr Andrew Years 3 and 4 * Miss Brown Years 5 and 6	•Concerns that you feel are unresolved having spoken with the phase leader. *Miss Reese Nursery, Year R, 1 and 2 •Matters regarding SEND – Mrs Pigg •Positive feedback	•Formal complaints •Anything you feel unable to speak to other adults about •Positive feedback