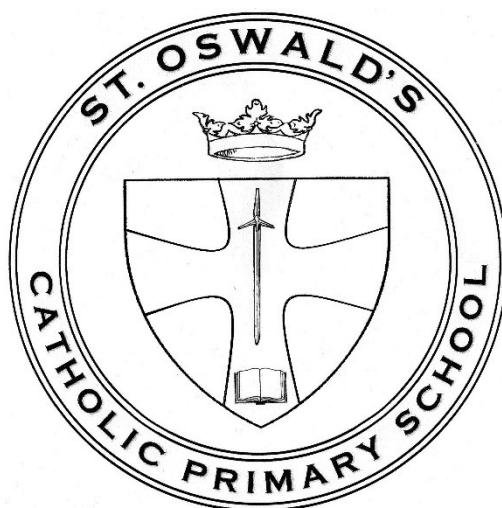


St Oswald's Catholic Primary School



Parental Communication Procedures and Policy 2026-2029

Approved by:	Approval date	Renewal date
Full Governors	26 th March 2026	Spring 2029

This Parental Communication Policy is set within the context of the whole school aims and mission statement:



*Together with Jesus,
We will Learn and Grow in Faith*

At St Oswald's Catholic Primary School, we value the strong partnership between home and school, as this is essential for the academic and personal development of our students. Open and respectful communication between parents and school staff fosters a positive and collaborative learning environment. This policy outlines how parents and guardians should contact the school for various concerns and specifies the response times for communication.

1. Who to Contact for Different Reasons

a. General Inquiries

For general questions or information about school events, schedules, or policies, parents should contact the School Office. The office staff will either provide the information directly or direct you to the appropriate person.

- **Contact:** School Office via St Oswald's Street
 - **Email:** office@st-oswalds.liverpool.sch.uk
 - **Phone:** 0151 228 8436
 - **Response Time:** The School Office will acknowledge your call **on the same day** and forward it to the appropriate person and your email **by the end of the next working day**.
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b. Classroom Concerns, Behaviour, or Questions about Your Child's Progress

If you have specific concerns about your child's progress, behaviour, or academic performance, please contact your child's class teacher. The class teacher will aim to respond to you within **2 working days** by phone or, if necessary, arrange a meeting within **5 working days**.

- **Contact:** Your child's Class Teacher via School Office
 - **Email:** office@st-oswalds.liverpool.sch.uk
 - **Phone:** 0151 228 8436
 - **Response Time:** The class teacher will aim to phone you within **2 working days** or arrange a meeting, if necessary, within **5 working days**.
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c. Concerns Related to Special Educational Needs or Support (SEND)

If you have concerns related to your child's special educational needs (SEND), please discuss these with your child's class teacher first. If the issue requires further attention, you can then

contact the Special Educational Needs Coordinator (SENCO). All communication with the SENCO should be made via the school office.

Due to the high number of SEND pupils across the school, the SENCO, Mrs Williams, will aim to respond within **5 working days** or, if necessary, arrange a meeting within **10 working days**.

- **Contact:** SENCO via School Office
 - **Email:** office@st-oswalds.liverpool.sch.uk
 - **Phone:** 0151 228 8436
 - **Response Time:** The SENCO will aim to phone you within **5 working days** or arrange a meeting, if necessary, within **10 working days**.
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d. Pastoral or Safeguarding Concerns

For concerns related to your child's well-being or pastoral care, or if you have safeguarding concerns, please contact one of our **Family Liaison Officers/Deputy Designated Safeguarding Leads (DDSLs)**, Mrs Finch or Mrs Mahon. These concerns should be communicated via the school office. Once contacted, Mrs Finch or Mrs Mahon will ensure that your concern is addressed promptly.

For **urgent safeguarding concerns**, these will be forwarded immediately to a member of the safeguarding team, and action will be taken as soon as possible.

Contact: Mrs Finch or Mrs Mahon (Family Liaison Officers/DDSLs)

- **Email:** office@st-oswalds.liverpool.sch.uk
 - **Phone:** 0151 228 8436
 - **Response Time:** Pastoral concerns will be responded to within **2 working days**, with a meeting arranged within **5 working days** if necessary. **Urgent safeguarding concerns** will be actioned immediately.
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2. Teacher Availability and Appropriate Times for Communication

Please be aware that class teachers are not available for phone calls or meetings during class time, as they are engaged in teaching pupils. Additionally, the beginning and end of the school day are not the most appropriate times for discussions, as these are not private or confidential settings. During these times, the teachers' priority is to ensure the safe handover of pupils from and to their parents or guardians.

If it is essential to pass on a quick message during these times, we kindly ask that you wait until all parents and pupils have dispersed before engaging in conversation with the teacher. This ensures the safety and confidentiality of all involved.

3. Escalation Process

If your concern has not been adequately addressed at the initial contact stage or if the issue requires further attention, please follow the escalation process outlined below:

1. **Class Teacher:** Initial contact should always be made with your child's class teacher via the school office.
 - Response Time: The class teacher will aim to respond within **2 working days** or arrange a meeting, if necessary, within **5 working days**.
2. **Phase Leader:** If your concern is not resolved with the class teacher or you are not satisfied with the response, the next step is to contact the Phase Leader.
 - Response Time: The Phase Leader will aim to respond within **5 working days**.
3. **Assistant Headteacher:** If the issue still requires further attention after speaking to the Phase Leader, please escalate your concern to the Assistant Headteacher.
 - Response Time: The Assistant Headteacher will aim to respond within **5 working days**.
4. **Deputy Headteacher:** If the issue still requires further attention after speaking to the Phase Leader, please escalate your concern to the Assistant Headteacher.
 - Response Time: The Deputy Headteacher will aim to respond within **5 working days**.
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5. **Headteacher:** If the issue remains unresolved after escalating through the previous steps, you may contact the Headteacher.
 - Response Time: The Headteacher will aim to respond within **5 working days**.

4. Parental Code of Conduct

We ask all parents and guardians to adhere to our **Parental Code of Conduct**, which promotes respectful and positive communication. We expect all interactions to be conducted in a calm and respectful manner. Aggressive or abusive behaviour will not be tolerated.

For further details, please refer to our **Parental Code of Conduct** available on the school website or upon request.

5. Parental Complaints and Unreasonable Complaints Policies

At St. Oswald's, we are committed to addressing any concerns or complaints in a fair and timely manner. If you are not satisfied with the response you receive, or the matter remains unresolved, we encourage you to follow the appropriate procedures outlined below:

1. **Parental Complaints Policy:** If a concern or complaint is not resolved informally, the **Parental Complaints Policy** outlines the formal procedure for raising a complaint. This policy ensures that all concerns are investigated and addressed fairly and consistently.
2. **Unreasonable Complaints Policy:** While we welcome constructive criticism, we do not tolerate unreasonable or excessive complaints. Our **Unreasonable Complaints Policy** provides guidelines for handling complaints that are repetitive, malicious, or

excessively time-consuming. We ask that parents read this policy carefully before raising concerns.

For more information, please refer to both the **Parental Complaints Policy** and **Unreasonable Complaints Policy**, which can be accessed via the school website or by request from the school office.

We encourage parents and guardians to maintain open lines of communication with the school to support the best possible outcomes for their children. By following the procedures outlined in this policy, we can work together to ensure a positive, supportive, and productive school environment for all.

Please note: This policy should be read in conjunction with our **Parental Code of Conduct**, **Parental Complaints Policy**, and **Unreasonable Complaints Policy**.