

Dulwich Hamlet Junior School Communication Strategy

Rationale: Communication is central to school life and learning. The way we communicate has a direct impact on relationships and knowledge, and being supportive through effective communication benefits the whole school community.

Principles of Communication: All communication should be inclusive, efficient, solution-focused, clear, and timely.

Collective Responsibility: We each play an important part: the school in sharing clear and timely information; parents and carers in engaging with that communication and keeping us informed of any important updates about their child. Parents are encouraged to always verify information shared on the playground to help prevent the spread of misinformation.

Outward communication →

Who we communicate to	What we communicate	How we communicate	Frequency/timing
Children	Daily learning objectives Steps to achieve learning objectives Behaviour and classroom expectations Feedback on progress Celebrations and achievements Instrumental lesson information	Classroom and playground Verbal or written feedback Assemblies Green music booklet Google Classroom Class notice boards	Daily/weekly
Parents/carers	SEND information and support	Email via SENDCo or Pastoral Lead Individual meetings Edukey reports	As needed Termly
	Curriculum information	Website Parent/Carer Cafes Online informers	Termly

	Progress and attainment	Parent-teacher meetings Written reports	Autumn and Summer Term Spring and Summer Term
	Key dates and notices	Parent Hub alerts Newsletter Website and calendar	Weekly Accessible daily
	School news and celebrations	Website Newsletter Instagram	Weekly
	Extra-curricular and educational visits	Text Parent Hub alerts	As needed
	Policies and procedures	Website	Accessible daily

Inward communication ←

Type of query	First point of contact	How to communicate	Expected response time
General enquiries (uniform, attendance, lunches, instrumental lessons, clubs etc.	Website School office Music tutor	Phone call Email office@dulwichhamletjuniorschool.org.uk Face-to-face in the office Green music booklet	We don't have capacity to respond to all emails. Not all will be responded to. Based on priority of email. As needed, response time will likely be within 5 working days.

Curriculum or class-related query	Class teacher	Email office@dulwichhamletjuniorschool.org.uk Office note system Face-to-face at pick-up	We don't have capacity to respond to all emails. Not all will be responded to. Based on priority of email. As needed, response time will likely be within 5 working days.
Safeguarding	Safeguarding team: Claire Purcell (DSL), Tom Salomonson (DSL), Beth Harris (DDSL), Amy Kenny (DDSL) and Kirsty Shreeve (DDSL)	Phone call In-person Email safeguarding@dulwichhamletjuniorschool.org.uk	Immediate
SEND information and queries	Special Educational Needs Coordinator: Helen Bansback	Email sendco@dulwichhamletjuniorschool.org.uk Arranged meeting	Within 5 working days
Pastoral or behaviour concern	Class Teacher Pastoral & Behaviour Lead: Beth Harris	Email bharris22.210@lgflmail.org Arranged meeting Phone call	Within 5 working days
Formal complaint	Headteacher	Written letter/email following school policy	Acknowledgement within 48 hours
Offers of support	Community Partnership Lead: Beth Harris	Email office@dulwichhamletjuniorschool.org.uk Face-to-face in the office Phone call	Within 5 working days

Communicating Effectively with Staff to Support Wellbeing

Parents and carers play a key role in creating a positive environment for our staff, which helps ensure the best outcomes for children. When communicating with staff, consider the following principles.

1. Be clear and respectful

Clearly express your concerns, questions, or information about your child. Use polite and professional language, avoiding blame or assumptions.

2. Listen and be understanding

Staff are managing multiple responsibilities and challenges – allow them time to respond thoughtfully to your queries. Be ready to listen to staff member's observations and perspectives, and enter exchanges with an open mind. We have shared best interest for your children.

3. Share relevant information only

Focus on information that directly affects your child's care or learning. Avoid overloading staff with unnecessary or extraneous details. Request – don't demand.

4. Provide constructive feedback and consider wellbeing

Frame concerns in a way that encourages problem-solving rather than criticism. Highlight positives as well as areas for improvement. Simple words of appreciation can boost morale and wellbeing. Understand that staff wellbeing impacts the quality of care and education for all children

5. Respect boundaries, confidentiality and availability

Communicate within agreed channels and times (emails, scheduled meetings, parent-teacher meetings). Avoid contacting staff outside of established hours, including during holidays, unless it is urgent. Recognise that confidentiality may limit information that can be shared from school to parents/carers, including consequences for other pupils' behaviours.

Parent/Carer-Teacher Meeting Schedule

Autumn Term

- Year 3 Meet the Teacher; Year 3-6 Autumn Parent-Teacher Meetings

Spring Term

- Part 1 Reports; Y6 and SEND Parent Meetings

Summer Term

- Y3-5 and SEND Parent Meetings; Part 2 Reports

Parent/Carer-Teacher Meetings Etiquette:

We value the chance to meet with every child's family. Therefore, teachers have planned around their teaching timetables to ensure enough appointment slots are available to accommodate every child in the class.

- *One* allocated appointment slot per child (unless there are exceptional circumstances)
- Prepare to be online a few minutes before scheduled start time
- Reschedule by cancelling initial appointment and rebooking using the calendar link
- No-shows are not guaranteed an appointment at a later date

In most cases, meetings regarding children's progress, attainment and any additional support they are receiving are scheduled at designated points throughout the year. These planned meetings should be the primary opportunity for discussion with staff.

Additional meetings outside of these scheduled times should only be arranged in exceptional circumstances. If such a meeting is required, parents or guardians should contact the office directly to request an appointment. Staff will review the request and coordinate a suitable time.