

Kingsbrook School

'A unique service for unique young people'
Communication with Parents/Carers

Aspris Kingsbrook School
Southburgh,
Thetford,
IP25 7TJ

29th January 2026
Review: 30th August 2026

Purpose

This procedure outlines how Kingsbrook School communicates with parents and carers to ensure clear, consistent communication and positive relationships that support pupils' well-being, learning, and progress.

Principles

All communication with parents and carers will:

- Be respectful, professional, and solution focused.
- Use clear, jargon-free language.
- Promote partnership and mutual trust.
- Maintain confidentiality and comply with data protection law.
- Be inclusive and accessible for all families.
- Be timely, accurate, and responsive.

Roles and Responsibilities

Role	Responsibilities
All Colleagues	Maintain professional standards of communication. Respond to parental contact within agreed timeframes. Record communication on MIS Engage communication log.
Form Leads & Learning Support Assistants	Share updates and concerns promptly.
Senior Leadership Team (SLT)	Manage complex, sensitive, or escalating communications. Ensure consistency across the school.
Designated Safeguarding Lead (DSL)	Oversee communication for safeguarding/child protection/welfare concerns; ensure accurate record-keeping.
Attendance Champion	Record, monitor, and communicate attendance matters.
Administrative Team	Manage routine school communications (letters, emails, newsletters) and log incoming queries. Coordinate appointment notifications.
Regional Director / Chair of Governors	Provide support for escalated concerns.

Methods of Communication

Kingsbrook School uses the following methods of communication as standard practice:

Method	Purpose	Standard Timescale	Owner
Letters (paper/PDF)	Information sharing (e.g., policy updates, trip letters)	As required	Admin/ Classroom staff
Email	Routine updates; follow-ups confirming agreed actions	Acknowledge within 2 working days. (term time)	All staff / Admin
Text Message (SMS)	Short, time-sensitive notices (e.g., closures, reminders)	Same day	SLT
Phone Call	Sensitive, urgent, or clarifying conversations; positive feedback	Same day for urgent matters; otherwise, within 2 working days	Relevant staff
Meetings (in person/virtual)	Sensitive/difficult issues; progress reviews; planning	Request acknowledged within 2 working days.	Relevant staff / SLT
Newsletters/Bulletins	Whole-school updates, celebrations, notices	Issued at least once per term	Admin (SLT Oversight)
Home Visits	Where appropriate, to engage/support families	Scheduled within 2 working days of request.	SLT / Key Staff
Accessible Formats	Large print, translations, interpreter support	Arranged within 2 working days of request	Admin

Response and Escalation

1. Acknowledgement: All parent/carer communications are acknowledged within 2 working days (term time).
2. Holding Response: If the query cannot be resolved immediately, a timescale for the full response will be communicated.
3. Escalation Pathway: Concerns are addressed at the lowest appropriate level (Class/Key staff → SLT if unresolved).
4. Formal Route: If unresolved after escalation, refer to the Complaints Procedure.

Recording & Confidentiality

- Key communications – especially those involving safeguarding, SEND, behaviour, and incidents are recorded on MIS Engage.
- All records must comply with data protection and safeguarding guidelines.
- Staff will not share personal information via insecure channels (e.g., personal email or messaging apps).
- Staff will maintain a clear chronology of parental/carer contact for internal and governance audit.

Regular & Proactive Communication

- At enrolment, parents/carers are invited to select their preferred method of communication between home and school.
- End-of-term reports are published and shared three times per year.
- The school publishes a newsletter once per term.
- Kingsbrook School will celebrate student success with positive communication. E.g a congratulatory card sent home, an announcement in assembly, or a phone call home.