

Communication with Parents and Carers in Primary School Policy

Reviewed by:	Governing Body
Approved:	January 2026
Review Date:	January 2027

Building effective communication between school, parents and carers is key to ensuring the needs of our learning community are met. To achieve this, a consistent approach to communication is used across all of our primary schools.

West Norfolk Academies Trust Primary schools main form of communication is via a platform called Class Dojo which teachers, children and families can use every day to build a sense of community. This is done by sharing what is being learned in the classroom home through photos, videos, and messages giving the opportunity for parents/carers and children to have regular dialogue with the class teacher. Class Dojo can be downloaded onto a mobile phone, tablet or computer.

West Norfolk Academies Trust Primary schools keep parents and carers informed on general matters via posts on Class Dojo and the website with more specific information posted on class pages or sent as direct messages.

In order to keep parents informed about what their child is learning, school will send out knowledge organisers every half-term on the class page of Dojo, these can also be found on the website under 'curriculum'. Home learning will also be published on the class page. At the start of the year there will be a welcome letter sent out by each class teacher detailing routines and expectations for the academic year.

The first point of contact with any concerns or questions should be the child's class teacher. They can be contacted directly through Class Dojo and will respond during working hours (8am – 4pm, Monday to Friday) term time only.

Sickness Absence

If a child is sick and unable to attend school, the school should be contacted with a brief description of the issue so that it can be recorded on the digital register. Our schools have the following procedures:

Clenchwarton, Walpole Cross Keys & West Lynn – Phone through to the school office

Gaywood – Phone through to the attendance line

Heacham Infants, Junior & Snettisham – Phone and leave a message on the attendance phone line

Parent/Carer Consultations & Reports

During the Autumn and Spring term, school will run consultation sessions with parents to discuss how children are performing, including next steps. In the Summer term, parents and carers will receive a report on the progress and attainment in all subjects followed by an opportunity to discuss this with the class teacher.