

PINNER WOOD SCHOOL



COMMUNICATION STRATEGY

Approval Authority:

Effective From: September 2025

Date Ratified by GB:

Next Review Date: September 2027

Signed by Chair of GB:



Communication Strategy

Rationale

'Learning as we grow, growing as we learn!'

At Pinner Wood we are committed to providing our children with a high quality education through which every child has the opportunity to dream big and achieve to the very best of their ability. Our staff have high expectations of all children regarding their academic, social, emotional and spiritual development reflected in our mission: 'Growing as we learn, learning as we grow'



Our School is based on a set of clear and explicitly taught values:

Choose Kind

Heart of our Community

Enjoy Learning

Dream Big

Step Up

Strength through Positivity

Our policies and practice at Pinner Wood will always support and reference these values.

Principles of communication

A strong communication strategy ensures that every member of our community feels valued and in turn values the aims and vision of the school. Therefore our guiding principles for all school communication must be: Clear, accurate and precise

- Inclusive to the whole school community
- Improving our school by listening to each other
- Creating effective systems for feedback.

Underpinned by our distinctive philosophy, we strive to communicate truthfully, for the ultimate benefit of all in our community and in a pleasing and respectful way.

All communication between school and home should be positive. More information can be found in our positive communication policy [Pinner Wood School: Policies & Documents](#)

Collective responsibility

Families are responsible for accessing this information and gathering opportunities (newsletters, seesaw, letters coffee morning etc.) provided and if they require further information or detail are expected to communicate with teachers, office team or the school leadership team.

Any misinformation heard in the playground or among other parents must be questioned and/ or verified before it is repeated so that the correct details can be given. Repeating misinformation can be damaging.

Communication channels (this is not an exhaustive list, but most often used)

Who do we communicate to?	What do we communicate?	How do we communicate?
Parents	Information about the school Teacher information Logistics: Dates/Times/Terms Events/Visits Incidences Safety information Progress updates Strategic Plans: long term plans of the school	Newsletter Letters from HT Website Email Instagram Arbor Face to face (daily with SLT; regular coffee morning) Notes home Reading records Phone calls Annual Survey Seesaw/ Tapestry
Children	Information about learning Learning Progress Marking and feedback Behaviour reports Celebration events Home learning projects Reading progress	Face to face (teacher to child) Parent consultations Letters to children Notes home Celebration/ awards Values points Seesaw/ Tapestry
Prospective Parents	Information about the school Teacher information Logistics: Dates/Times/Terms	Website Advertisements Letters Phone calls and face to face Weekly Tours (Sept-Jan) New to booklets
Teachers	Teaching, progress, standards, strategy, professional dialogue, safeguarding	Face to face Briefings Emails Official documents Meetings What's App One to ones
Local Community	Information about the school	Website
Local Authority, Council and Government	Finance, Standards, Safeguarding, Statutory aspects, Admissions, Attendance, SEND	Finance reports and returns Submission of data Phone call and face to face Termly monitor visits OFSTED

Finding out about school information

<p>If you want to find out what is going in school?</p>	<p>Please refer to... Website www.pinnerwood.harrow.sch.uk Instagram@pinnerwoodscho Half termly newsletter with a list of key dates Class weekly newsletters (on Seesaw) Friday Update Seesaw for messages to the class or year group. Letters Arbor messages and texts If you cannot find the information here: Contact the office via office@pinnerwood.co.uk Leave a message on seesaw for the class teacher.</p>	<p>Please note school is a very busy place.</p> <p>Messages received will be acknowledged in 2 days but may not be responded to instantly. Staff have 10 days in which to respond.</p> <p>It is important the staff have a break away from work to rest and recharge, so that they are ready to teach again. Staff are told not to respond late into the evening or at weekends to messages or e-mails.</p>
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Processes- Concerns and complaints- If you are worried about something to do with your child*

1st point of call	Talk to your child's teacher after school or via e-mail to office@pinnerwood.co.uk or online via SeeSaw (teachers cannot discuss issues before the school day as they need to be prepared for the children)
2nd point of call	If not resolved, make an appointment with the senior leaders- Key Stage Leader, Senior staff.
3rd point of call	If not resolved, make an appointment with the senior leaders- Key Stage Leader, Senior staff
4th Point of Call	If the Senior staff have not resolved the concern, complaint you can refer to the complaints policy found here Pinner Wood School: Policies & Documents

**Please note that for confidentiality we cannot discuss other children with you and we cannot meet parents in groups to discuss issues. Meetings will always be with one family at a time.*

Sharing ideas

Events	To discuss or share ideas about possible events, contact Friends of Pinner Wood friendspinnerwood@gmail.com	Attend coffee morning, email FPW, join FPW social media- facebook – https://m.facebook.com/groups/659924601668727/ Instagram - @friends_pinner_wood
Ideas	If you do not want to share ideas face to face, email the school office@pinnerwood.co.uk	