



Princess Frederica CE Primary School Communications Plan

Date written/updated: January 2026
(by Charlotte Fautley & Sarah Bouette)

Partnership vision

'Belonging, learning and growth for life in all its fullness'

Our vision is rooted in biblical teaching as defined by John 10:10:

*'I have come that they may have **life**, and have it to the **full**'*

Belonging - Everyone included, everyone welcome

Learning - Love to learn and gain knowledge

Growth - grow spiritually in confidence and courage

Purpose

We value strong, positive relationships between home and school and believe that clear communication helps everyone work together in the best interests of the children. This protocol sets out shared expectations for communication so that it is respectful, manageable, and effective for both parents/carers and staff.

Please start by talking to your child's class teacher if you have a question, concern or some information you would like to pass on about your child.

Ways to Communicate with School

- There is the opportunity to talk to a member of staff on the school gate in the morning. They will make a note and pass it on to the relevant member of staff.
- Class teachers will be available at the end of the day for short conversations or to book an appointment to meet them.
- Parents/carers are welcome to email teachers directly using the school-provided email addresses as follows:
 - Y6 Chestnut - Mr Larke - Blarke@lifefull.org

- Y6 Oak - Mr Duker - kduker@lifefull.org
- Y5 Ash - Mrs Brookes - hbrookes@lifefull.org or Ms Foster - lfoster@lifefull.org
- Y5 Birch - Ms Brommage - ebrommage@lifefull.org
- Y4 Apple - Mr McCann - smccann@lifefull.org
- Y4 Cherry - Ms Reddington - ireddington@lifefull.org
- Y3 Bramble - Mrs Davis - jdavis@lifefull.org
- Y3 Hawthorn - Ms Dunne - rdunne@lifefull.org
- Y2 Honeysuckle - Ms Callum-Clarke - dcallum-clarke@lifefull.org
- Y2 Thistle - Ms Bastick - zbastick@lifefull.org
- Y1 Sage - Ms Moore - emoore@lifefull.org
- Y1 Thyme - Ms Mulry - amulry@lifefull.org
- Reception Buttercup - Ms Bourne - pbourne@lifefull.org
- Reception Dandelion - Ms Perez - aperez@lifefull.org
- Nursery - Ms Greenaway - hgreenaway@lifefull.org
- Email to teachers is best used for **non-urgent matters**, such as questions about learning, routines, or sharing helpful information.
- **Urgent matters or safeguarding concerns** should be reported as follows:
 - via the school office on pfadmin@lifefull.org
 - by phone 0208 969 7756 or in person so they can be dealt with promptly
 - Or by talking to a member of staff on the gate - they will make a note and pass it to your child's teacher within an hour
- Important matters or escalation of a complaint to senior leaders
 - Ms Christopher - deputy head - nchristopher@lifefull.org
 - Ms Fautley - head of school - cfautley@lifefull.org
 - Ms Bouette - executive headteacher - sbouette@lifefull.org
- Other matters:
 - Music - John Tang - jtang@lifefull.org
 - PE - football clubs - Gary Chantler - gchantler@lifefull.org
 - Attendance and sickness absence - Patricia Amponsah - pfwelfare@lifefull.org
 - Clubs and payments - Jane Kent - jkent@lifefull.org
 - SENDCOs - Colette Keane ckeane@lifefull.org (works on Wednesdays) and Hskilton@lifefull.org (returning to work 3 days a week after Easter 2026)

Email Response Times

- Teachers will aim to respond to emails **within 48 hours**.
- This 48-hour timeframe applies during term time.
- Emails sent:
 - During the school day will be responded to as soon as teaching duties allow.
 - In the evening are likely to be read the next working day.
 - At weekends or during school holidays will be responded to within 48 hours of the next working day.
 - Emails sent to part-time teachers on their non-working days cannot be answered on that day. Part-time teachers will set an "out of office" message to alert senders.
 - Please be aware that for staff members who are absent; they will do their best to reply when they return to work.

We kindly ask parents/carers to remember that teachers are teaching and supervising children for most of the school day and cannot check emails continuously.

These boundaries help staff maintain a healthy work-life balance and ensure that responses are thoughtful and helpful.

Using Email Positively

To help communication remain constructive and effective, we ask that emails:

- Are polite and respectful in tone
- Focus on the issue or question rather than the individual
- Use appropriate language
- Allow time for reflection and response
- Are summarised in one email rather than several separate emails - please aim for no more than one email per week
- Emails are for correspondence by parents and carers. Children should not send emails to teachers

Sometimes a conversation is easier to resolve through a meeting or phone call, particularly if a matter feels complex or sensitive so teachers may contact you to arrange a meeting instead.

If an Email Feels Upsetting or Inappropriate

Occasionally, emails may be sent when emotions are running high. If an email is received that feels rude, aggressive, or inappropriate:

- The teacher may take time before responding so that the situation can be considered calmly
- The email may be shared with a senior member of staff for support
- A response will be sent that helps move the situation forward in a constructive way

In some cases, parents/carers may be asked to direct future communication through the school office or a senior leader so that support can be put in place.

Raising Concerns

We welcome parents/carers sharing concerns and questions and appreciate this being done calmly and constructively. In most cases, concerns should be:

- Shared with the class teacher in the first instance
- Given time to be looked into and responded to
- Shared with a senior leader if further support is needed

More details about the complaints process can be found in our LifeFull Schools' complaints procedure which can be found [here](#).

