Drayton Community Infant School
School Road
Norwich
NR8 6EP

Tel: 01603 860272
Email: officedrayton@istnorfolk.co.uk
Website: www.draytoninfantschool.co.uk

Partnership Head: Sarah Hutt

Nightingale Infant and Nursery School
Nightingale Drive
Taverham
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NR8 6LA
Tel: 01603 867976

Email: officenightingale@istnorfolk.co.uk
Website: www.nightingaleinfant.co.uk

Partnership Head: Sarah Hutt

12/10/26

Parent and Carer Communications - Who Receives Information from School?

This information explains how the school will usually communicate with parents/carers in relation to different aspects of school life. It applies to all families and should be read alongside the school's Separated Parents Policy, where relevant, which is available on the school website.

Contact 1 refers to the parent/carer listed as the first contact on the child's school record. Unless otherwise stated below, Contact 1 will normally be contacted first where a telephone call is required. Parents/carers are responsible for ensuring their contact details are kept up to date.

The school is committed to keeping the child at the centre of all decisions and communications. Parents/carers are expected to share information with one another and work together in their child's best interests wherever possible.

In some circumstances, including safeguarding concerns, court orders or other exceptional situations, communication arrangements may differ from those outlined below.

Area	**Who will be contacted**
Attendance: Ongoing attendance concerns	Telephone contact will normally be made with Contact 1. Any letters will be sent to both parents/carers. Meetings invites will be sent to both parents/carers.
Attendance: Day-to-day attendance and illness	Contact will be made with Contact 1 in the first instance, followed by the other contacts in order as required.
Attendance: Absence and Leave request	Either parent/carer may submit a request. The school's response will be shared with both parents/carers.
Attendance: Termly attendance information (Herringbone)	Issued to both parents/carers.

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Reports	Issued to both parents/carers.
Medical and First Aid	Any first aid slip will be given to the parent/carer collecting the child that day. Where a telephone call or message is required, Contact 1 will be contacted in the first instance. Consent is required from either parent for school to administer prescribed medication.
Safeguarding concerns	Where concerns do not relate to either parent/carer, Contact 1 will normally be contacted first. Communication arrangements may be determined on a case-by-case basis depending on the nature of the concern.
Parent's Evening	One appointment per child. Parent/carers should attend together unless safeguarding or legal reasons prevent this. Separate appointments may be arranged where necessary.
School events/tickets	Tickets are allocated per child, not per parent/carer. Additional tickets will not be issued solely because parents live separately.
School trip letters/consent	Trip information will be issued to both parents/carers. Where consent is required, consent from one parent will normally be sufficient.
General communication such as Newsletters	Issued to both parents/carers.
Suspension, behaviour concerns	Telephone contact will normally be made with Contact 1. Any letters will be sent to both parents/carers. Meetings invites will be sent to both parents/carers.
Physical Intervention/Seclusion form	Issued to both parents/carers.

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SEND Family Support	Both parents/carers can request and receive information around these areas. In most circumstances, where consent is required, the school requires the consent of only one parent to proceed.