



HOME AND SCHOOL COMMUNICATION POLICY

Version 1	March 2024
Adopted by the Governing Body	19/04/2024
Review due	March 2025

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

2. Roles and responsibilities

2.1 Head of School

The Head of School is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during their working day. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff but sent through the office email address of admin2046@welearn365.com before escalating to the Head of School
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Regularly checking for emails for any communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our Parent Unacceptable Behaviour Policy.

Parents should not expect any staff to respond to their communication outside of core school hours.

3. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Email and the School App

We use the school app and email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.2 School calendar

Our school website and/or Newsletter includes a school calendar of upcoming events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.3 Letters

We send the following letters home regularly – this can be physical copies/by email/on the school app:

- Letters about trips and visits
- Consent forms
- Our newsletter

3.4 Reading Record Books

Reading records should be signed by the parents/ carers when the child has been heard to read at home. The book should be dated and any comments parents wish to make written in the space available.

3.5 Reporting on academic achievement

Parents receive reports from the school about their child's learning, including:

- An annual report sent out in July covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Verbal reports at parents' meetings – Autumn and Spring, and the opportunity in Summer (see next section)
- Results of statutory assessments – Early Years Foundation Stage, Year 1 Phonics, Year 4 Multiplication tables Check and Key Stage 2 SATs

3.6 Meetings

We hold 2 scheduled parents' evenings per year, with an additional opportunity offered in the Summer term on request. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings *between* parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs or disabilities (SEND), or who have other additional needs, may also be asked to attend further meetings to discuss these needs or share information.

3.7 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

We do request that parents should check the website before contacting the school.

3.8 Home-school communications app

The School App is used for sending all communications from the school office – this may automatically generate an email to the account nominated by parents on the App.

Via the App we send newsletters (weekly from the office, monthly from the head of school), diary dates, reminders and information about school trips, payments.

4. How parents and carers can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue; this should then be directed through the school office.

4.1 Email

We ask that parents always contact the school, via the office email of admin2046@welearn365.com or the school office number of 01789731301 about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request.

If the issue is urgent, parents should call the school office, who will endeavour to pass on any messages or arrange a call back.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the office on admin2046@welearn365.com or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning

Updates related to pastoral support, their child's home environment, or their wellbeing.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Executive Headteacher monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing body in the policy review cycle.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT Acceptable Use Policy
- Parent Unacceptable Behaviour Policy
- Staff Behaviour Policy (Code of Conduct)
- Complaints Policy
- Staff Mental Health and Wellbeing

Appendix 1: school contact list

Who should I contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher/SENDCO
My child's wellbeing/pastoral support	Your child's class teacher
Payments	School office
School trips	School office/Head of School
Uniform/lost and found	Your child's class teacher/TA
Attendance and absence requests	If you need to report your child's absence, call the school office or report to school via the tile on the app. If you want to request approval for term-time absence, please contact the school office for the application form.
Bullying and behaviour	Your child's class teacher initially, then the Head of School if the problem persists.
School events/the school calendar	School office
Special educational needs (SEND)	SENDCO (Mrs Worland) via the school office
PTA	School office
Governing board	Clerk to Governors, Ms Yasmin Smith (smith.y2@welearn365.com)
Catering	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy, which can be found on the policies page on our websites.