

Home-school communication policy

Green Park School



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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 Headteacher

The headteacher is responsible for:

- › Ensuring that communications with parents are effective, timely and appropriate
- › Checking communications that are sent out from teams or other teachers
- › 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)
- › Checking year group emails on a regular basis

- Ensuring that any communications sent home (e.g. activities/events etc.) are checked by the HT or DHT and shared with other staff if relevant

Staff will **aim** to respond to communication during core school hours (between 8.30am and 3.30pm) or their working hours (if they work part-time). This may be during their PPA time or it may be when they have finished teaching or attending meetings. We aim to respond as quickly as we can but parents should be aware that this could be the following 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 in line with the acceptable use agreement
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays.

In line with promoting staff wellbeing and helping our staff find a suitable work-life balance parents should not expect or ask for regular daily email or phone call communications about their child. They may come and discuss other means of communication about their child to support specific needs (e.g. a communication book).

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 (parent mail)

We use 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

3.2 Newsletters (sent out by email)

Our newsletters include a full school calendar for the half term. We also send out details of events run by the Friends of Green Park School.

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).

3.3 Facebook

Our Facebook page will have regular reminders and updates to follow up any emails. Parents may use the messenger service to contact the school. We aim to respond as soon as we can but parents should be aware that the message service is not always regularly checked during the school day so parents should call the school office if the matter is urgent.

3.4 Phone calls

Staff will contact parents by phone for the following reasons (this is not an exhaustive list):

- There has been an incident or accident at school
- To respond to a parent request for a phone call
- To discuss any concerns about a child and share information
- To discuss attendance concerns

Staff will aim to call parents back as soon as is practically possible at the end of the school day. If this is not possible, they will follow up the following day.

3.5 Letters

We send the following letters home regularly:

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

3.6 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on Key Stage (KS) 1 and KS2 SATs tests

We also arrange regular meetings where parents can speak to their child's teacher(s) about their attendance, achievement and progress (see the section below).

3.7 Meetings

We hold one parents' evening in the autumn term and one in the spring. In the summer we hold an open evening where parents can catch up with teachers, meet the new teacher and look at pupil's work. During these meetings, parents can talk with teachers about their child's achievement and progress, attendance, 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, attendance, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to support these additional needs.

3.9 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

Parents should check the website before contacting the school

We also have a school app which has key information similar to the website.

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, including the school office number and email address.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within two working days. (In most instances, a response may be sent on the same day).

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 one working day.

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 two days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- › Family emergencies
- › Safeguarding or welfare issues

For more general enquiries, please call the school office on 01908 216389.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We will aim to schedule a meeting as soon as is possible at a time and date that is mutually convenient for both parties.

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.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- › English

However, 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 headteacher monitors the implementation of this policy and will review the policy every two years.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing charter

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within two days



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher or year group emails eyfs@greenparksch.org.uk year1and2@greenparksch.org.uk year3and4@greenparksch.org.uk year5and6@greenparksch.org.uk
My child's wellbeing/pastoral support	Your child's class teacher
Payments	office@greenparksch.org.uk
School trips	office@greenparksch.org.uk
Uniform/lost and found	Class teacher
Attendance and absence requests	If you need to report your child's absence, call: 01908 216389 or use Study Bugs If you want to request approval for term-time absence, contact the head teacher
Bullying and behaviour	Class teacher in the first instance and then deputy head or head teacher
Special educational needs (SEN)	senco@greenparksch.org.uk
Before and after-school clubs	Breakfast club – office@greenparksch.org.uk Wrap around care – premier premier-education.com After school clubs – office@greenparksch.org.uk
Hiring the school premises	Head teacher or office
Friends of Green Park School (PTA)	christine.maclean@greenparksch.org.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Governing board	Contact the office who can put you in touch with the Chair of governors
Catering/meals	Chartwells

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This is available on our website.