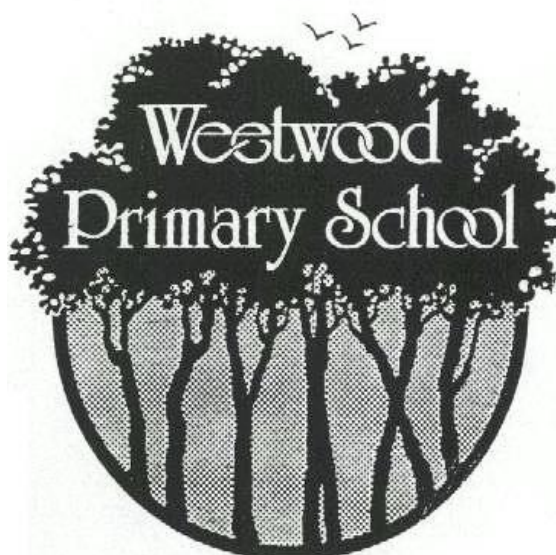


Home-school communication policy

Westwood Primary School



Approved by:	Governing Body	Date: 14.7.23
Last reviewed on:	July 2023	
Next review due by:	July 2025	

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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
- 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 core school hours 8.30am to 5pm or their working hours (if they work part-time). 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 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 referred to the Chair of Governors.

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

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

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
- Our fortnightly newsletter

3.2 Class Dojo

We will post and message parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Class learning or teacher requests.
- Short updates / information to parents about their child.

3.3 Phone calls

We will call parents about:

- Incidents or accidents that have happened during the school day.

- If a phone call has been requested.

3.4 Letters/Google Forms

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

3.5 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
- Mid-year progress reports
- 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 achievement and progress (see the section below).

3.6 Meetings

We hold two parents' evenings a year, one in the autumn term and one in the spring. 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.7 School website

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

- School times and term dates
- 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.

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 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 2 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
- End of school arrangements (pick up and drop off)

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 appropriate email address (see appendix 1), 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

4.4 CLASSROOM DOJO

Classroom Dojo is a wonderful resource that allows you to have access to your child's learning, communication with the teaching staff and receive information efficiently and quickly.

Do:

- Do message your child's teacher if you have a small query or would like to find out something simple.
- Do message your teacher if you would like to arrange a phone call or arrange a meeting to see them.
- Do message your child's class teacher if your child has any minor worries. E.g. Sarah has lost her reading record and thinks it is in school, please can you help her look for it?
- Take time to consider what you are writing to the teachers and how this might be received and interpreted.

Don't:

- Please do not message your child's teacher to notify them of absence or illness – this should be done at the school office.
- Send lengthy messages that warrant further discussion and investigation, these should be sent via email to the address in Appendix A.

Teachers will always endeavor to reply as quickly as possible. However, please bear in mind that school life can be incredibly busy and whilst every effort will be made to reply or acknowledge messages, there may be a slight delay on occasion. Additionally, please do not expect a reply to any message sent after 5.00pm until the next working day.

If Classroom Dojo is not used respectfully, we reserve the right to remove you from platform.

5. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every year.

The policy will be approved by the governing board.

Appendix 1

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 or call the school office on 01133230450 / bursar@weetwoodprimary.co.uk
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all emails within 48 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's teacher via Dojo.
My child's wellbeing/pastoral support	Your child's teacher via Dojo.
Payments	bursar@weetwoodprimary.co.uk
School trips	bursar@weetwoodprimary.co.uk
Uniform/lost and found	bursar@weetwoodprimary.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 01133230450 – Option 1. If you want to request approval for term-time absence, contact bursar@weetwoodprimary.co.uk
Bullying and behaviour	bursar@weetwoodprimary.co.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Put the subject and the name of the relevant member of staff.
Special educational needs (SEN)	bursar@weetwoodprimary.co.uk Put the subject and the name of the relevant member of staff (Mrs Ellison)
Before and after-school clubs	WOOSC@weetwoodprimary.co.uk
Hiring the school premises	dclarkson@weetwoodprimary.co.uk
PTA	bursar@weetwoodprimary.co.uk

Complaints

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