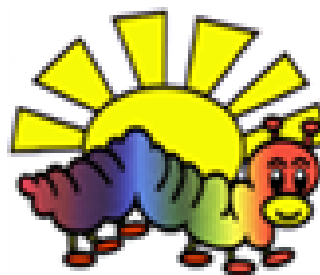


# Gateway Federation Lea Primary and Pre School and Gorsley Goffs Primary School.



## Home-school communication policy

Date Ratified	NA
Date for Review	Spring 2023
Signed Chair of Governors	A. Clarke
Signed Head Teacher.	D. Atkinson

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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 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 Executive Headteacher and Head of School

The Head of School is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- 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 **may not** respond to communications outside of school hours (08:30-16:30), or their working hours (if they work part-time), or during school holidays.

## 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 treated in line with our parent code of conduct.

## 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 Parent Pay Email

We use Parent Pay email to keep parents informed about the following things:

- Upcoming school events
- School surveys or consultations
- Class activities or teacher requests
- PTFA Minutes and notifications
- Payments/Lunch ordering
- School newsletter

### 3.2 Text messages

We will text parents about:

- Whole School closure
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Cancellation of clubs
- Delayed return from school excursions

### 3.3 School calendar

Our school website: [www.leacofeprimaryschool.co.uk](http://www.leacofeprimaryschool.co.uk) includes a school calendar detailing the current term's key dates.

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.

### 3.4 Phone calls

Parents may be called by school staff to inform them of certain injuries, behavioural issues and other reasons pertinent to their child's education.

### 3.5 Letters

We send the following letters home as required:

- Letters about trips and visits that require a tear off return slip
- Questionnaires

### 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
- Termly progress reports
- A report on KS1 and KS2 SATs tests
- A report on the results of public examinations

### 3.7 Meetings

We hold two parents' evenings per academic year-Autumn and Spring Terms. 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, are offered an extended meeting to address these additional needs.

### 3.8 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.

## 4. How parents and carers can communicate with the school

Please 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/ telephone 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 2 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

#### **4.2 Phone calls**

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Home time arrangements

For more general enquiries, please email/call the school office.

#### **4.3 Meetings**

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

We try to schedule all meetings within 2 working days of the request.

### **5. Inclusion**

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 Head of School monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing body.

### **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

## 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 or call the school office on [admin@lea-primary.hereford.sch.uk](mailto:admin@lea-primary.hereford.sch.uk) or 01989 750296
- 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 2 working 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.
My child's wellbeing/pastoral support	Your child's class teacher. Then if required Mrs Vines /Mrs. Atkinson.
Payments	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296
School trips	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296
Attendance and absence requests	If you need to report your child's absence, call: 01989 750296  If you want to request approval for term-time absence please complete a form. Contact School Office.
Bullying and behaviour	In the first instance your child's class teacher. Then if required Mrs Vines /Mrs. Atkinson.
School events/the school calendar	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296
Special educational needs	Mrs Brevet SENCO
Before and after-school clubs	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296
Hiring the school premises	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296
Catering/meals	School office on <a href="mailto:admin@lea-primary.hereford.sch.uk">admin@lea-primary.hereford.sch.uk</a> 01989 750296

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. A copy of this policy can be found on our school website [www.leacofepriaryschool.co.uk](http://www.leacofepriaryschool.co.uk) or is available from the office. All policies available on the website can be requested from the school office in paper format.