



Chalton Lower School

Home/School Communication Policy

Document Control		
Edition	Issued	Changes from previous
1	01/09/23	None this is a new policy.

Policies/Documents referred to in this policy	Postholders/Persons named in this policy
None	Headteacher
	Governors
	All Staff

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Approved By: Governing Body

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Introduction and Aims

We believe that clear, open communication between the school and parents/carers has a positive impact on the 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.

Roles and Responsibilities

Headteacher

The Headteacher is responsible for:

- Ensuring that communication with parents/carers is effective, timely and appropriate.
- Regularly reviewing this policy.

Staff

All staff are responsible for:

- Responding to communication from parents/cares 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.
- Ensuring that all communications are treated as confidential within the school context.
- Ensuring that all communications are dealt with respectfully and with courtesy.
- Only communicating with parents via school email addresses and only using school devices for messages and phone calls.

Staff will aim to respond to communication within 48 hours of receiving communication during core school hours, 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 may respond outside of these hours, but they are not expected to do so.

Parents/Carers

Parents/Carers are responsible for:

- Ensuring that communication with the school is respectful at all times.
- Making every reasonable effort to address communication to the school to the appropriate member of staff in the first instance.
- Responding to communications from the school such as requests for meetings in a timely manner.
- Checking all communications from the school.
- Demonstrating an understanding that staff may not always respond promptly to communication outside of their individual working hours.

How we Communicate with Parents and Carers

The sections below explain how we keep parents/carers up to date with their child's education and what is happening in school. Parents/carers should monitor all of the following regularly to make sure that they do not miss important communication or announcements that may affect their child.

Email (including ParentMail)

We use email/ParentMail to keep parents/carers informed about the following things:

- General information sharing and the school newsletter.
- Upcoming school events.
- Short notice changes to the school day or normal routine.
- Sharing reports and/or updates on matters in school specifically relating to their child.
- Scheduled school closures for example, for staff training days.
- School surveys or consultations.
- Class activities or teacher requests.

Text Messages

We will message parents/carers about:

- A recently sent ParentMail.
- Short notice changes to the school day or normal routine.
- Emergency school closures for instance, due to bad weather.
- General information sharing.
- Sharing reports and/or updates on matters in school specifically relating to their child.

Phone Calls

Phone conversations with parents/carers are part of the culture in school and occur on a daily basis. Phone calls can be initiated by both the school and parents/carers. Telephone calls are also an appropriate way to notify us that your child will be absent from school.

We will phone parents/carers to inform them about:

- Short notice changes to the school day or normal routine.
- General information sharing i.e. about a first aid accident or illness.
- Sharing reports and/or updates on matters in school specifically relating to their child.

Letters

We may send the following letters home regularly:

- Letters to inform parents/carers about a minor first aid accident.
- Letters about trips and visits.
- Consent forms.
- Class newsletters.
- Letters about homework or class organisation.

Home-School Communication Books

Home-school communication books can be used in certain circumstances when the needs of a pupil require one, for example when a child has Special Educational Needs or disabilities.

Reports

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

- An end of year report covering their child's achievement in each part of the curriculum and how well they are progressing.
- A report on certain tests within school such as the Year 1 Phonics Screening tests and Year 4 Multiplication tests.
- Reports are also produced for statutory annual EHCP review meetings.

Parent/Carer Consultations and Review Meetings

We hold two parent's evenings per year. During these meetings, parents/carers 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/carers to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents/carers 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.

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.

How Parents/Carers can Communicate with the School

Email

Parents should always email the school on chilton@chiltonlower.co.uk about non-urgent issues in the first instance. If a query or concern is urgent and you need a response sooner than this, please telephone the school.

Phone Calls

If you need to speak with a specific member of staff or the Headteacher about a non-urgent matter, please email the school office and the relevant member of staff will telephone you back as promptly as possible. If this is not possible due to teaching or other commitments, someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure that you have spoken to the appropriate member of staff as swiftly as possible. If your issue is urgent, please always telephone the school office on 01525 872354 straight away.

Urgent issues might include things like:

- Family emergencies.
- Safeguarding or welfare issues.

Meetings

If parents/carers would like to schedule a meeting with a member of staff, they should email the school email address or telephone the school to book an appointment. We try to schedule all meetings within five working days of the request. While teachers are available at the beginning or end of the school day if parents/carers 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.

Inclusion

It is important to us that everyone in our community can communicate easily with the school. As such, we work with each family in establishing a preferred method of communication, be this email, text, phone calls or arranging face to face communication. Parents who need help communicating with the school can request the following support:

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

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

Monitoring and Review

The headteacher monitors the implementation of this policy and will review the policy every three years. The policy will be approved by the governing board.