

# Home-school communication policy

Rumboldswyke Church of England Primary school



<b>Approved by:</b>	Local Governing Body	<b>Date:</b> November 2023
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## 1. Introduction and aims

Our vision is to provide a nurturing, creative, Christian community where everyone will achieve with confidence and enjoyment. We will nurture growth and development in all aspects of school life so that everyone will embrace

**'Life in all its fullness.'** John 10:10.

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 core school hours 8:30 – 16:00 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 treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8:30 – 16:00 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
- Class activities or teacher requests

### 3.2 School calendar

Our school website [https://www.rumboldswyke.org.uk/ecwd\\_calendar/calendar/](https://www.rumboldswyke.org.uk/ecwd_calendar/calendar/) and newsletters include a full school calendar for the term. This is updated regularly.

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 via email (unless a hard copy is requested):

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

### 3.4 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 Phonics Screening Check (Year 1 and retake if necessary in Year 2), Multiplication Check (Year 4) 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).

### **3.5 Meetings**

We hold parent's evening in the Autumn and Spring term. 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.

### **3.6 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**

Seesaw is an online learning platform used in Early Years and KS1. It is an online storage platform which enables us to share tasks and communicate effectively. Parents can log onto to the platform using a web browser or by downloading an app on a smartphone or tablet. Work, photographs, videos, messages can be posted directly onto either the class page or to your child's individual folder. It also has direct messaging functionality.

In KS2, parents can communicate with their child's class teacher via email.

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 respond in full (or arrange a meeting or phone call if appropriate) within 2 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 appropriate member of staff who will contact them within 2 working days.

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.

### **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

## **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 Head of School monitors the implementation of this policy and will review the policy every 3 years.

The policy will be approved by the governing board.

## 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 2 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework/behavior/wellbeing/pastoral support	Your child's class teacher Early Years or KS1 (Blue or Yellow Class) contact via Seesaw KS2 (Red and Green Class) contact via email Year 5 / 6: <a href="mailto:greenclass@rumboldswhyke.org.uk">greenclass@rumboldswhyke.org.uk</a> Year 3 / 4: <a href="mailto:redclass@rumboldswhyke.org.uk">redclass@rumboldswhyke.org.uk</a>
Payments	School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a>
School trips	School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a>
Uniform/lost and found	School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a>
Attendance and absence requests	If you need to report your child's absence, call: 01243 782368 If you want to request approval for term-time absence, contact the School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a> who can provide you with the request for absence form <a href="https://www.rumboldswhyke.org.uk/wp-content/uploads/2023/04/Request-for-Absence-Letter-PDF-for-website.pdf">https://www.rumboldswhyke.org.uk/wp-content/uploads/2023/04/Request-for-Absence-Letter-PDF-for-website.pdf</a>
Safeguarding	Head of School: <a href="mailto:head@rumboldswhyke.org.uk">head@rumboldswhyke.org.uk</a> Designated Safeguarding Leads: <a href="mailto:dsl@rumboldswhyke.org.uk">dsl@rumboldswhyke.org.uk</a>
School events/the school calendar	School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a>
Special educational needs (SEN)	Head of School: <a href="mailto:head@rumboldswhyke.org.uk">head@rumboldswhyke.org.uk</a> or Trust SENCO: <a href="mailto:collinsj@rumboldswhyke.org.uk">collinsj@rumboldswhyke.org.uk</a>
Before and after-school clubs	School office <a href="mailto:office@rumboldswhyke.org.uk">office@rumboldswhyke.org.uk</a>
Governing board	<a href="mailto:chair@rumboldswhyke.org.uk">chair@rumboldswhyke.org.uk</a>

Catering/meals	School office <a href="mailto:office@rumboldswyke.org.uk">office@rumboldswyke.org.uk</a>
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## Complaints

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

<https://www.rumboldswyke.org.uk/wp-content/uploads/2022/10/Nov-2018-Complaints-Policy.pdf>