

## Lees Primary School

### Home-School Communication Policy

#### Introduction and Aims

At Lees Primary School, 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.

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

- Speak to your child's class teacher in the first instance after school or:
- Email the school office: [office.lees@bronteacademytrust.org.uk](mailto:office.lees@bronteacademytrust.org.uk)
- Tel: 01535 643320 - We can then forward your request onto the relevant member of staff.
- Remember to check the website first; much of the information you need is posted there.
- We aim to respond to all emails within 5 working days.
- The school office is open from 8am-4pm Monday to Friday.

<u>I have a question about...</u>	<u>Who you need to talk to</u>
My child's learning / class activities / lessons/ homework	Class teacher
My child's well-being/ behaviour/ friendships	Class teacher
My child's SEN needs	Class teacher / SENCO
Parent Initiatives or Pastoral Intervention	Parent Involvement Worker/Pastoral Support
Payments	School Office

School Trips	School Office
Uniform - lost & found	School Office
Bullying	Class teacher/ Senior Leadership Team
School Events and school calendar	School Office
Breakfast and After School Clubs	School Office
FoLees	<a href="mailto:folees@bronteacademytrust.org.uk">folees@bronteacademytrust.org.uk</a> Send a letter to Folees (letter box outside school entrance)
Governing Body	School Office / Chair of Governors
Catering/Meals	School Office
Complaints	If you would like to make a formal complaint, please follow the procedure in our complaints policy. The link can be found on the school website in the policies section.

## Roles and Responsibilities

### Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents is effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing the policy

### Staff

All staff are responsible for:

- Responding to communication from parents in line with this 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 school hours (8-4pm) or their working hours if they work part-time. In line with promoting staff wellbeing and helping 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.

## Parents

Parents are responsible for:

- Ensuring that communication with school is effective at all times.
- Making every reasonable effort to address communication to the appropriate staff member in the first instance.
- Respond to communications from the school (E.g. a meeting request) 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 (8-4pm - Monday-Friday) or during school holidays.

## Communication between Staff & Parents and Carers

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

- **Emails**  
Parents should always try to speak to class teachers regarding their child in the first instance, or email the school about non-urgent issues, using the chart above. We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) following this. If a query or concern is urgent, and parents need a response sooner than this, they should call the school.
- **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 5 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 5 working days of your request. If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family or medical emergencies
- Safeguarding or welfare issues etc

For more general enquiries, please call the school office

### **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

### **Home-school communications app and text messages**

- We use the Teacher2Parents app which we can send emails to parents regarding meetings, clubs, events and any cancellations etc.
- **Letters** - including trips and visits, consent forms, curriculum newsletters and Headteachers letters
- **Reports** - Parents receive:
  - A written annual report about their child's learning, progress and achievement (including end of key stage SATs results).
  - A verbal report from the class teacher at Autumn term and Spring term parent's evenings
- We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### **Parent Consultation Meetings**

We hold two parents' consultations per term in both Autumn and Spring. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, 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, will also be asked to attend further meetings to address these additional needs as well as to attend their annual review if they have an Education Health Care Plan.

## 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

Parents should check the website before contacting the school.

## Inclusion

It is important to us that everyone in our community can communicate easily with the school. We can make additional arrangements if necessary. Please contact the school office to discuss these. We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

Parents who need help communicating with the school can request the following support:


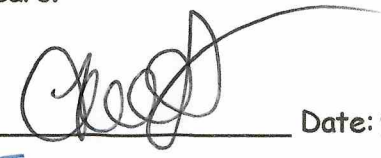
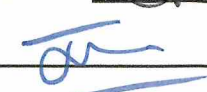
- School announcements and communications translated into additional languages verbally
- Interpreters for meetings or phone calls

## 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 body

This policy will be reviewed every two years.

Signed  Headteacher  Date: 26.9.23  
Ratified by Chair of Governors:  Date: 26.9.23