	Policy Name		Date Adopted:
	Home school communication		Spring 2021 **By whom:** FGB
Date for review: Spring 2024	**Applicable to:** Whole school	**Staff member responsible:** Jane Tailby	**Governor committee responsible:** FGB

1. Introduction and aims

Our mission statement is as follows:

At Bridgetown Primary School our children, staff and families are a caring and dedicated team. We work together to encourage, support and enthuse each other. We respect and value diversity, creating an inclusive community. By providing a safe, happy and nurturing environment, our children grow to become independent, resilient and imaginative learners.

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 Headteacher

The headteacher 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:

https://www.bridgetown.warwickshire.sch.uk/policies/

- 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 not be expected to respond to communications outside of the hours of 8am to 5pm, Monday to Friday or their working hours (if they work part-time), or during the school holidays.

2.3 Parents

Parents are responsible for:

- Making every reasonable effort to address communications to the appropriate member of staff in the first instance but sending emails via the school office to the admin address
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Ensuring that communication with the school is respectful at all times

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 Email

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

- Upcoming school events and news in the form of the weekly newsletter
- Information from other sources offering relevant support, guidance or information for parents
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests in the event of a bubble closure

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Reminders about events and links to them

3.3 School calendar

Our school website/newsletter/etc. includes a full school calendar for the academic year ahead.

Where possible, we try to give parents at least two 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

We may call you to share concerns, inform you about incidents, check permissions or to arrange a meeting.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Newsletters and other sources of local support, advice, information and events

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
- A report on Y1 phonics, KS1 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 below).

3.7 Meetings

We hold an opportunity for a progress update once each term, either through parents' evenings or through the annual report. During the 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, will also be asked to attend further meetings 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 the school office about non-urgent issues in the first instance.

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five 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 you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within two working days.

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 you have spoken to the appropriate member of staff within two days of your request.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please also call the school office.

4.3 Meetings

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

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

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your 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.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English but provide the offer of an interpreter for some of our families who are Polish.

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 headteacher monitors the implementation of this policy and will review the policy every three years.

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
- Home school agreement

Appendix 1: school contact list

Who should I contact?

Option 1:

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 admin2053@welearn365.com or 01789 205092.
- Put the subject and the name of the relevant member of staff in the subject line (for emails), ie 'FAO Mrs/Mr….'
- 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 two working days.

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO ARRANGE AN APPOINTMENT WITH:
My child's learning/class activities/lessons/homework	Your child's teacher via the office
My child's wellbeing/pastoral support	Your child's teacher via the office
Payments	School office
School trips	School office
Uniform/lost and found	Your child's teacher via the office
Attendance and absence requests	If you need to report your child's absence or request approval for absence, call the office on 01789 205092.
Behaviour issues	Your child's teacher via the office
School events/the school calendar	School office
Special educational needs	The Inclusion Leader, Mrs Pinkerton, via the office
Before and after-school clubs	Denim via the office
Hiring the school premises	School office
The PTA	School office

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO ARRANGE AN APPOINTMENT WITH:
The governing board	School office
Catering/meals	School office

Complaints

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

https://www.bridgetown.warwickshire.sch.uk/policies/