



# Windsor Park CE Middle School

*Learning for Life*

*"Teach me good judgement and knowledge"*

*Psalm 119:66*

## Home-School Communication Policy

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*Respect* ∞ *Resilience* ∞ *Responsibility*

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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 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
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- There is no expectation that staff will respond to communications outside of school hours, 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.

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### **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/School Comms/Text Messages**

We use the most appropriate form of communication (email/ School Comms/text messages) 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
- Letters about trips and visits
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

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).

#### **3.2 Phone calls**

We use phone calls when we deem this to be the most appropriate method of communication. This is likely to be the case for:

- Pastoral issues
- Interim progress discussions
- Time sensitive responses

#### **3.3 School planners**

We use school planners to record notes about:

- General health and well being
- Student achievements
- Upcoming events
- Homework tasks
- Student time tables
- Student Progress Trackers

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### **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

- Termly progress reports
- A report on 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 regular parents' evenings. During these meetings, parents can have a 5-minute meeting 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. If a longer meeting is required, then a further separate meeting can be arranged.

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**

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 about non-urgent issues in the first instance.

We aim to acknowledge all emails in a timely manner.

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

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## 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 in due course.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

## 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
- Any other access requirements

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 year. The policy will be approved by the governing board.

## 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 [office@windsorpark.staffs.sch.uk](mailto:office@windsorpark.staffs.sch.uk) 01889 563365

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.

I have a question about...	1. Who you need to talk to
My child's learning/class activities/lessons/homework	Your child's subject teacher
My child's wellbeing/pastoral support	Your child's Form Tutor
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: [01889 563365]
Bullying and behaviour	Student Success Centre
School events/the school calendar	School office
Special educational needs	SENCO
Before and after-school clubs	School office
Hiring the school premises	Bursar
The PSFA	School office
The governing board	Head teacher's PA

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I have a question about...	1. Who you need to talk to
Catering/meals	School office

## Complaints

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