

Non Statutory

Home and School Communication Policy

Purley CofE Primary School

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Learn to love, love to learn



'Let all that you do be done with love', 1 Corinthians 16:14

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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, fostering a community rooted in **love** that nurtures each student's growth.
- Helps the school improve, through feedback and consultation with parents/carers, demonstrating our **courage** to continually grow, reflect, and adapt for the benefit of our students.
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs, aligning with our vision to "**learn to love, love to learn**" by creating an environment of **wisdom** and mutual respect.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers, ensuring that all voices are heard with **love** and respect.
- Setting clear standards and expectations for responding to communication from parents/carers, reflecting our **courage** to maintain high standards of engagement and accountability.
- 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, guided by **wisdom** to seek and deliver effective resolutions.

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
- 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 Acceptable Use of ICT 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)

To promote staff wellbeing and support a suitable work-life balance, we aim to respond to communication within 2 working days. Please allow 48 hours for a response, taking into account working hours (some of our staff work part time), weekends, and holidays.

Please see our [Acceptable Use of ICT](#) policy.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times and is sent via the office email
- Making every reasonable effort to address communications 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

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 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. We currently use ParentMail, which can be accessed via the Internet or an app, for planned communications.

3.1 Email (via ParentMail)

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

- Scheduled school closures (for example, for staff training /INSET days)

- Upcoming school events
- Payments
- School surveys or consultations
- Class activities or teacher requests

3.2 Text messages (via ParentMail)

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Urgent reminders

3.3 School calendar

Our School website has the full school calendar for the year, and newsletter includes a full school calendar for the term.

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.

3.4 Phone calls

If your child is feeling unwell or has had an accident that needs further attention, we will call parents to notify them and arrange collection.

We may also phone home to discuss behaviour, attainment and progress or attendance and punctuality, or arrange a meeting to discuss these.

3.5 Newsletter

We send the following updates regularly:

- Letters about trips and visits incl. Consent forms
- Our monthly newsletter
- Weekly Class Updates from KS1 and KS2

3.6 Reports

Parents receive an end-of-year report from the school about their child's learning, covering their achievement in each part of the curriculum (including KS2 SATS Results), how well they are progressing, and their attendance.

3.8 Meetings

We hold a parents' evening each 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.

Records will be kept of all formally arranged meetings (including telephone calls) , as well as any informal discussions where documentation may be required at a later stage. Teachers will upload these notes to our

CPOMS record-keeping system to ensure they are accessible to the Senior Leadership Team and other relevant professionals if needed

3.9 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

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 office, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 working days, and to respond in full, or arrange a meeting or phone call if appropriate.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office.

4.2 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 2 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.

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 school office, or call the school to book an appointment.

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. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website, such as using text colours that show up clearly against the background colour
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

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 annually.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- > [Acceptable Use of ICT Policy](#)
- > [Complaints](#)
- > [Code of Conduct](#)
- > [Privacy Notice - Parents](#)

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@purley.w-berks.sch.uk or 0118 984 2384
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- 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 48 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	Class Teacher
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: 0118 984 2384 If you want to request approval for term-time absence, contact the School Office
Bullying and behaviour	Class Teacher
School events/the school calendar	School Office
Special educational needs (SEN)	SENDCo
Before and after-school clubs	School Office
Hiring the school premises	School Office
FOPS (PTA)	askfops@gmail.com

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Governing board	Chair of Governors
Catering/meals	School Office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our [Complaints Policy](#).