



# St. Patrick's Catholic Primary School

## Home-School Communication Policy

Written by	Approved by	Approval Date	Review Date
Senior leadership team	Governors	22.09.22	22.09.23



## 1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning as it supports our school mission 'belonging, caring and sharing' and 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 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 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 between 8am and 4pm 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

## 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 not be tolerated and will be dealt with by the headteacher.

Parents should **not** expect staff to respond to their communication outside of core school hours 8am-4pm 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 Parentmail

We use parentmail 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
- › School newsletters

### 3.3 School calendar

Our school website includes a link to the full school calendar for the year.



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**

A phone call may be made to parents/carers to discuss a range of issues. You will always be asked if it is a

### **3.5 Reading diaries**

All children from Reception to Y6 will have a reading diary. Please record in here when your child has read.

### **3.7 Reports**

Parents receive reports from the school about their child's learning at the end of each year.

### **3.8 Meetings**

We hold 2 parents' evening(s) per 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.

### **3.9 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

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, or the appropriate member of staff, 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) within 5 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 school office and the relevant member of staff 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.

Staff are not available at the beginning of the day and due to meetings and after school clubs they may not be available at the end of the school day, if parents need to speak to them urgently then the member of staff will aim to contact the parents the same or the next day. We recommend parents/carers 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 Our expectations over communication

- The school will under no circumstances tolerate verbal or physical abuse of our staff. We are human and unfortunately despite our best intentions, mistakes are made but all parents should rest assured that the overriding concern of all of our staff is the safety, wellbeing and happiness of our pupils. We do recognize that the vast majority of our parents are very supportive and this has underpinned the success the school has enjoyed in recent years.



- We expect our staff to speak professionally and courteously towards parents and guardians at all times. If you feel this does not reflect your experience, you can make a complaint through the Complaints policy.
- Any abuse towards staff either in person or through social media will be taken seriously and we will involve the police where necessary.
- Abusive or inappropriate comments that are defamatory towards the school or member(s) of staff, made by students or parents and uploaded on social media platforms, will be reported immediately to the police. Students who use mobile phones to take photographs of staff or to make inappropriate comments will face serious sanctions which can include fixed-term and permanent exclusion.
- Parents who have been abusive towards staff will be asked to meet the Head Teacher and may face a ban from the school site
- If any parents receive abuse from other parents or students outside of school, we would advise that you contact police and report the perpetrators immediately. The school cannot intervene in comments that are made of school context as they would be a police matter.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every 1 years.

The policy will be approved by the governing board.



## 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 01623 478090
- 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 2 days

#### Option 2:

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

We try to respond to all emails within 2 days

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher on the below email address <a href="mailto:F1@st-patricksrc.notts.sch.uk">F1@st-patricksrc.notts.sch.uk</a> <a href="mailto:F2@st-patricksrc.notts.sch.uk">F2@st-patricksrc.notts.sch.uk</a> <a href="mailto:Y1@st-patricksrc.notts.sch.uk">Y1@st-patricksrc.notts.sch.uk</a> <a href="mailto:Y2@st-patricksrc.notts.sch.uk">Y2@st-patricksrc.notts.sch.uk</a> <a href="mailto:Y3@st-patricksrc.nottsc.sch.uk">Y3@st-patricksrc.nottsc.sch.uk</a> <a href="mailto:Y4@st-patricksrc.notts.sch.uk">Y4@st-patricksrc.notts.sch.uk</a> <a href="mailto:Y6@st-patricksrc.notts.sch.uk">Y6@st-patricksrc.notts.sch.uk</a>
My child's wellbeing/pastoral support	Class teacher/child and family support worker
Payments	School office



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School trips	School office
Uniform/lost and found	Class staff or School office
Attendance and absence requests	If you need to report your child's absence, call: 01623 478090  If you want to request approval for term-time absence, contact the school office
Bullying and behaviour	Child's class teacher in the first instance
School events/the school calendar	School office
Special educational needs (SEN)	School office who will pass on details to the SENCO
After-school clubs	School office
PTA	School office/insert staff member
Governing board	School office
Catering/meals	School office