



Home-School Communication Policy

1. Introduction

Parents/carers can help more if they know what the school is trying to achieve. We believe that it is important to have clear and effective communication with all parents/carers. Keeping parents well informed about school life reinforces the important role that parents play in supporting the school and their child's education.

2. Our Aims

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 communications from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so that they can get a response as quickly as possible

3. Responsibilities

3.1 The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

3.2 All staff are responsible for:

- Responding to communications from parents/carers in line with this policy and the school's ICT and Acceptable Use of the Internet Policy
- Working with other members of staff to make sure that parents get timely information, including if they cannot address a query or send the information themselves
- Ensuring that all communications are treated as confidential within the school context
- Ensuring that all communications are dealt with respectfully and with courtesy

Staff **will not** respond to communications outside of school hours, or their working hours if they work part-time, or during school holidays.

3.3 We ask Parents/Carers to:

- Ensure that communication with the school is respectful at all times
- Read the key communications issued by the school, including the school newsletter, the weekly newsletter is published on the school website by 12 noon each Monday during term-time
- Make every reasonable effort to address the 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
- Check all communications from the school

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent/Carer Code of Conduct

4. How we will communicate with you, and how we would like you to communicate with us?

4.1. Email

For the purposes of administration we require all emails to go to a central email address. We ask parents to email parentcontact@trefonen.shropshire.sch.uk. All emails will be treated with appropriate confidentiality. Please note all emails should specify the member of staff to whom the query is addressed. In the first instance, this is usually your child's class teacher.

If a response is required we will endeavour to respond to parents' emails within 3 working days during term time.

Parents are asked to inform the school via Parent Contact email if your child will be absent from school, including the reason for the absence. We ask that you communicate this information by 9.30am on each day of absence. If a child is absent from school, and we have had no indication of the reason, we will attempt to contact you/your second/third nominated emergency contact by telephone to find out the reason for the absence.

4.2. Parentpay

We encourage all parents to inform the school of their current e-mail address, to allow them access to 'Parentpay', which, in addition to the school method through which to transfer payments, is also a quick and efficient method for the school to communicate messages with you.

Parentpay is used to send out a variety of information, either to a targeted class or group, e.g. specific communications regarding class trips and special events, or to all parents, e.g. urgent messages such as an unplanned school closure.

For further information about how Parentpay works please click on the following link and watch the video guide <https://www.trefonenschool.co.uk/parentpay/>

4.3 Telephone

Whilst email is preferable, telephone calls are appropriate to notify us that your child will be absent from school. Please telephone us to communicate brief information about your child that the school needs to know in an emergency, e.g. to let us know that you will be late collecting your child. We ask parents to telephone the school on 01691 652960. The school office is open between 8.45am and 4.00pm, Monday - Friday during term-time. At all other times there is an answering service available to take your message. If the call requires a response, we aim to do this within 3 working days during term-time.

4.4 School Calendar

Our school website and our weekly newsletter includes the school calendar. Where possible we try to give parents at least two weeks' notice of any events or special occasions, e.g. non-uniform days, visits or visitors, or requests for pupils to bring in special items.

4.5 Messages, Appointments and Meetings

Parents can visit the school to ask questions; gain support or to have the opportunity to talk about issues affecting your child with either his/her class teacher or a member of the school Leadership Team. If you wish to share information or discuss an issue affecting your child please telephone the school office on 01691 652960 or email Parentcontact@trefonen.sch.uk to make an appointment.

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, you should contact the members of staff who are responsible for your child in the following order:

1. Class teacher/s
2. Deputy Headteacher
3. Headteacher

Your first point of contact in the school is always your child's class teacher. For all other queries, the school office will direct you to the appropriate member of staff, to deal with your query and arrange any appointments for you.

Meetings should always be pre-arranged with members of staff. We would advise you not to arrive at the school with the expectation that you can be seen without an appointment as this is unlikely to be possible.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the office staff will do their best to find a senior member of staff to see you

For non-urgent meetings we will aim to meet with you within 5 working days. The school will determine the level of emergency at its discretion, to enable us to manage multiple demands.

If you have not received a response from the school within three working days please contact the school by emailing parentcontact@trefonen.shropshire.sch.uk we will chase up your enquiry.

Pupil Progress Consultations

We hold two Pupil Progress Consultations across the year. These are held in the Autumn and Spring Term. During these meetings you can talk with teachers about your child's achievements and progress, their well-being and any areas of concern. You will need to book your consultation meeting using the school's online booking system, following the instructions that will be made available to you. The meetings will be held through pre-arranged video call.

The school may also contact parents to arrange meetings between these times if there are concerns about a child's achievement, progress, or well-being.

Parents of children with special educational needs or disabilities (SEND), or who have other additional needs, will also be invited to attend further meetings to address these additional needs.

5. How you can find out more about school events and activities

5.1. School website

Key information about the school is posted on our website, including:

- The weekly school newsletter
- School times and term dates
- Events and announcements
- Curriculum information
- Information about your child's class (class portal)
- Policies and procedures
- Contact information
- Information about before and after school provision

Parents/carers should check the website and the latest newsletter before contacting the school.

5.2 School Newsletter

The school Newsletter contains general details of school events and activities. It is published by 12 noon every Monday during term-time and the link is emailed to you via Parentpay. A calendar of school events is at the end of each newsletter. This is updated regularly, so we would advise you to check regularly for any updates. Newsletters are archived on the school web-site.

5.2. Class Portal

At the beginning of each term teachers notify the parents or carers of the children in their classes with details of the work to be covered during the forthcoming term. This information is also posted in the Class Portal. We invite parents and carers to support their child's work through a range of suggested activities to be shared with the child at home.

5.3. New Class Induction Information

Information about your child's class is shared in their Class Portal on our website. This will include important information such as: what your child will be learning, PE days, homework expectations, expectation of behaviour, planned activities and events etc.

6. How you can find out about your child's progress and achievement?

6.1. Pupil Progress Consultations

Parents are invited to meet with their child's class teacher twice during the year, in the Autumn and Spring Terms for parent-teacher consultations. These are usually held within the first two weeks after the half-term holiday. The meetings will be held via video call.

You will be invited to book an appointment for your video call using our school's on-line booking system.

6.2. Annual Pupil Report

In the Summer Term parents/carers receive a written report to inform you of your child's achievement, progress and effort in all national curriculum subjects. The report will be emailed to you.

7. How you can share your views about the school

7.1. Annual Survey

We welcome and value feedback from parents/carers about our school's policies and practices. We will invite parents/carers to contribute to a formal annual survey and report back on the outcomes.

8. What should you do if you want to make a complaint or pass on a compliment?

8.1 Complaints Policy

There are times when we feel that we would like to say something about the service or treatment that we receive. If you feel you need to complain, then please follow the procedure outlined here:

In the first instance you should speak to your child's class teacher. If you are still dissatisfied, please contact the Head Teacher as soon as you can, make an appointment.

If the matter cannot be resolved, you should follow the school's Complaints Procedure, which is set out in the school Complaints Policy. The Complaints Policy is available on our website.

8.2 Direct communication with School Governors or the Local Authority

Parents/carers should be advised that directly contacting individual school governors or the local authority is not a short cut to having an issue or concern resolved. The governors' and local authority's role is strategic and any complaints received by them will be directed back to the school to be resolved through the school's Complaints Procedure.

8.3 Compliments

We also like to know what you are happy with, so please tell us, we are always very pleased to hear compliments.

9. Inclusion

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

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

We can make additional arrangements if necessary. Please contact the office for support.

10. Monitoring and Review

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

11. Links with other policies

This policy should be read alongside our policies on:

- ICT and the Acceptable Use of the Internet

- Staff Code of Conduct
- Parent Code of Conduct
- Complaints Policy

Reviewed July 2021

Next review July 2024

This policy has been constructed with reference to best practise models and recommended advice from the Department for Education and The Key