



Home - School Communications Policy

“Everyone who works with children should do what is in the best interests of the child.”

Article 3 United Nations Rights of the Child

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 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.

Roles and responsibilities

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

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 within 48 hours during their core school hours 8am-5pm, 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 so.

Parents

Parents are responsible for:

- Ensuring that all communication with the school remains respectful, courteous and constructive at all times, including emails, telephone conversations and face-to-face meetings
- Recognising that staff should not be subjected to communication that is rude, sarcastic, aggressive, confrontational, inflammatory, intimidating or personally critical in tone
- Working in partnership with the school to resolve concerns in a calm and solution-focused manner
- 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

Where communication is deemed inappropriate, the school reserves the right to:

- pause communication until a respectful dialogue can take place
- request that concerns are resubmitted in a constructive manner
- limit communication to a senior leader or a single named point of contact
- end meetings or telephone calls where communication becomes unacceptable

The school has a duty of care to protect the wellbeing of staff and to promote professional and respectful relationships between home and school. While we welcome questions, feedback and the raising of concerns, communication must remain respectful in tone and manner at all times.

Parents should not expect staff to respond to their communication outside of core school hours 8am-5pm or during school holidays.

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.

Email

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

- Fortnightly newsletter from headteacher
- Weekly email from class teachers
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

School calendar

Our website [Trinity Primary School - Home](#) includes a full school calendar. [Trinity Primary School - Calendar](#)

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.

Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

Reports

Parents receive written reports from the school about their child's learning, this will be in the form of an end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Meetings

We hold two parents' evening(s) per year (Autumn and Spring). 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 discuss these additional needs.

If, during a meeting or telephone conversation, communication becomes aggressive, confrontational or disrespectful, staff may pause or end the conversation and rearrange the discussion for another time with a senior leader present if appropriate.

School website

Parents should check the website before contacting the school.

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
- signposting to other agencies for more information

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.

Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. Tapestry is not to be used for general communication.

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 parents need a response sooner than this, they should call the school.

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 two 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. We aim to make sure parents have spoken to the appropriate member of staff within five days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies/ concerns
- Safeguarding or welfare issues

For more general enquiries, please email the school office.

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 two working days of the request.

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

Monitoring and review

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

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
- Staff wellbeing
- Social media policy

Appendix 1: school contact list

Who should I contact?

Remember: check our website first, much of the information you need is posted there.

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
- Include your child's full name in the subject line

We try to respond to all emails within two working days. Emails will be responded to in working hours (8am - 5pm) and not in the holidays.

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 email address given to you at Meet the Teacher evening.
My child's wellbeing/pastoral support	Initially your child's class teacher where it will be triaged.
After School Club and Breakfast Club Payments	clubs@trinity.sch.je
School trips	School office on admin@trinity.sch.je
Uniform/lost and found	Your child's class teacher on the email address given to you at Meet the Teacher evening.
Attendance and absence requests	If you need to report your child's absence, call 864085 or email admin@trinity.sch.je If you want to request approval for term-time absence, please fill in the form and return to the school office Form; Trinity Primary School - School Forms
Bullying and behaviour	Your child's class teacher on the email address given to you at Meet the Teacher evening.
School events/the school calendar	Please check the school calendar on our website first then email on admin@trinity.sch.je
Special educational needs (SEN)	Your child's class teacher on the email address given to you at Meet the Teacher evening. In some circumstances the class teacher will put you in touch with our SENCo.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	For children with identified SEN Mrs Sleath on s.sleath@trinity.sch.je
Before and after-school clubs	clubs@trinity.sch.je
Hiring the school premises	School office on admin@trinity.sch.je
Hot lunches	School office on admin@trinity.sch.je

Concerns and/or Complaints

If you would like to raise a concern or file a formal complaint, please follow the procedure set out in our complaints policy which can be found on our website.

Appendix 2 Example Email

Dear [Parent Name],

I am writing regarding recent communication sent to members of staff.

As outlined within our Home-School Communications Policy and Parent Code of Conduct, we expect all communication with staff to remain respectful and constructive at all times. Unfortunately, the tone and manner of recent correspondence has not reflected these expectations.

In order to protect staff wellbeing and ensure that communication remains productive, we will be pausing further communication on this matter at this time. We will not continue to engage with communication that is perceived to be rude, aggressive, sarcastic or confrontational in tone.

Should you wish to continue discussing this matter, we ask that any future communication is respectful and solution-focused. If appropriate, communication may now need to be directed through a senior leader or arranged via a scheduled meeting.

Thank you for your understanding and cooperation.

Kind regards,

Trinity School