



Home-school communication policy

Approved by: Full Governing Body

Date:

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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 students' 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

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 during core school hours 8.35am – 3.10pm 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**.

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 Charter.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.35am – 3.10pm or during school holidays.

Our Parent Charter is available to view on the school website (Our School/Policies and Procedures/Parent Charter).

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

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Trips and visits
- School activities or teacher requests
- Headteacher letters and newsletters

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Student absences

3.3 Phone calls

We will phone parents about:

- Student illness if students are too ill to be in school or if they require medical treatment.
- Behaviour events, when required.
- Students who are absent without reason.

3.4 Meetings

We hold one parent consultation evening per year for each year group. 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, attendance, attitude to learning, behaviour or wellbeing.

Parents of students with special educational needs (SEND) or other additional needs, may also be asked to attend further meetings.

We also hold a 'Meet the tutor evening' for parents of new Year 7 students in their first term.

3.5 School website

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

- School calendar, term dates and timing of the school day
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

3.6 Home-school communications apps

- Bromcom parent portal - My Child at School (MCAS) app for
 - Attendance
 - Positive and negative behaviour events
 - Homework
 - Timetable (including exam timetables)
 - Messages
 - Requesting changes to contact details
 - School calendar
 - Twice year AtL, behaviour and attendance reports
 - Twice yearly assessment data reports
- Bromcom student portal – Bromcom Student app
- Parent Pay for
 - Cashless catering
 - Consent for trips and visits

4. How parents and carers can communicate with the school

Parents should contact the school using the school email address (belperschool@belperschool.co.uk) or phone number (01773 825281). All queries will be signposted to the most relevant member of staff.

4.1 Email

Parents should always email the school (using belperschool@belperschool.co.uk) about non-urgent issues in the first instance.

We aim to acknowledge all emails within 2 school days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 school 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 (belperschool@belperschool.co.uk) and the relevant member of staff will contact them within 5 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 5 days of your request.

If the issue is urgent, parents should call the school office on 01773 825281.

Urgent issues might include things like:

- Family emergencies
- Safeguarding

For more general enquiries, please call the School Office on 01773 825281.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office (belperschool@belperschool.co.uk) and the member of staff will try to respond to you within 5 school days with a date and time of the meeting.

Teachers or support staff are not available for unscheduled meetings, therefore parents should not come to school without a prior appointment.

4.4 Home-school communications app

The My Child at School app (MCAS) enables parents to make changes to their contact information.

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

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 three years.

The policy will be approved by the Governing Body.

7. Links with other policies

The policy should be read alongside our policies on:

- [ICT and internet acceptable use](#)
- Parent Charter
- [Complaints Procedure](#)
- Home-school agreement

FOR WEBSITE

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 belperschool@belperschool.co.uk
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line
- We will forward your request on to the relevant member of staff

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

We try to acknowledge emails within 2 working days, and either respond in full or arrange a meeting or phone call with you within 5 working days.

I HAVE A QUESTION ABOUT...	EMAIL FOR THE ATTENTION OF ...
My child's learning/class activities/lessons/homework	Your child's class teacher or subject teacher
My child's wellbeing/pastoral support	Your child's tutor in the first instance
School trips ParentPay queries for school trips and cashless catering	Educational Visits Co-ordinator
Attendance and absence requests	If you need to report your child's absence, call: 01773 825281 and select Option 1 If you want to request approval for term-time absence, please complete the form available from the website (belperschool.co.uk/parents/attendance) or request a paper copy from the School Office. You can also email direct to attendance@belperschool.co.uk .
Special educational needs (SEN)	SEND CO
Before and after-school clubs	The member of staff in charge of the activity Click here to see lunchtime and after school activity information on our website
Governing Body	Clerk to Governors

I HAVE A QUESTION ABOUT...	EMAIL FOR THE ATTENTION OF ...
Catering/meals	The Catering Manager
General enquiries	School Office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This can be found at www.belperschool.co.uk/our-school/policies-and-procedures/. Alternatively you can request a paper copy from the School Office.