



Loseley Fields Primary School

Home-School Communication Policy

Committee: Children & Learning

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Staff: Head of School
Faye Johnstone

Notes: Non-Statutory

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Executive Headteacher: Mrs Amanda Pedder

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1. Introduction and aims

At Loseley Fields 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.

2. Roles and responsibilities

2.1 Headteacher (Executive Headteacher & Head of School)

The Executive Headteacher & Head of School are 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 8:30am-4:00pm 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. It is important to note that teachers teach between 8:40am-3:10pm and have some directed time after school so whilst we want staff to respond in a timely manner, we ask that parents respect that a response will not always be immediate.

Please see [4.1 and 4.2](#) for response times for urgent and non-urgent requests.

Responses will be in line with a school's Acceptable Use of ICT Policy.

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
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication, in person or online, 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 and respect that a response will not always be immediate.

Please see Parent Code of Conduct on the school's website.

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 via My Child at School (MCAS) App

We use MCAS to keep parents informed about the school.

We use email to keep parents informed about (not an exhaustive list):

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Trips

3.2 Text messages

We will text parents about (not an exhaustive list):

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Communication regarding trips (on the day of)

3.3 School calendar

Our school website includes a 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).

3.4 Phone calls

We will phone parents about (not an exhaustive list):

- To notify of illness which requires a pupil to be collected
- To discuss children's progress and or achievements
- To contact regarding an incident at school that a parent should be aware of i.e. an injury, friendship issue etc.
- To celebrate a specific achievement
- To discuss a concern i.e. progress, friendships etc.

3.5 Home learning

We use Seesaw as our online platform for home learning (please see Home Learning Policy). This is not a communication tool with teachers and they are not expected to respond to parent communication via this platform.

3.6 Reports

Parents receive written reports from the school about their child's learning which are shared via the MCAS App, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Outcomes to statutory assessments: Y1 Phonics Screening Check, Year 4 Multiplication Tables Check and End of KS2 SATs

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

3.7 Meetings

We hold two parents' evening(s) a year: one in the Autumn Term and one in the Spring Term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, their child's wellbeing and any other areas of their child's school life.

The school and parents may also request to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. Please see 4.3 Meetings.

Parents of pupils with special educational needs and/or disability (SEND), or who have other additional needs, may also be asked to attend further meetings. These meetings may be with school staff, particularly the SEND Co-ordinator, or external agencies. Parents will be notified of these meetings and who will be attending where possible.

3.8 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 wrap around care (a link to the provider's website)

We ask that 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.

Please note that there may be communication groups that have been set up by parents. Parents should be mindful of how they communicate in these groups. It should not be used to raise concerns as they are not monitored by the school and therefore the concern cannot be resolved here.

4.1 Urgent contact

If the issue is urgent, parents should call the school office on 01483-416477 where possible. Whilst emails are monitored during work hours, an urgent email may be missed due to changes in the school day.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

The office will ask who you would like to speak to and what it is regarding. In cases where information is sensitive, we ask parents to give the office an overview and who they think is best to speak to i.e. *I have a safeguarding concern; please can I speak to a member of the safeguarding team* or *we have had a family emergency*. This will help them to understand the urgency of the situation and who is best placed to deal with the request.

Based on the urgency, requests aim to be addressed within 24 hours (school hours and term time) but this is not always the case depending on the context of the request. This will be assessed on a case-by-case basis and the timescale communicated to parents.

4.2 Non-urgent

Parents can email or phone the school about non-urgent issues using [Appendix 1](#) to identify the most appropriate person to contact about a query or issue. If parents are unsure about who to contact, the office will help them to identify the best person.

We aim to acknowledge all emails within 2 working days, and to respond in full to a parent's call or email (or arrange a meeting or phone call if appropriate) within 5 working days.

If the person requested (i.e. the SENDCo) is unable to make contact in the timescale outlined above (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. If they are not able to deal with the specific request, they will discuss a timeframe for the appropriate member of staff to do so. We aim to make sure parents have spoken to the appropriate member of staff within a further 5 days of your request.

An example of this would be that a teacher is on a residential and therefore cannot respond.

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.

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

4.4 Accessibility

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

5. Parents with additional communication needs

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

- All communications are written as clearly and concisely as possible
- Where appropriate, the school will organise for a member of staff to speak with a parent to guide them through written communication.

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

We ask parents to contact the school office to discuss any individual access needs they may have so that we can discuss the best way to communicate and any adjustments that can be reasonably made.

5.1 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 every 2 years.

The policy will be approved by the Governing Body if there are amendments required.

7. 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 Policy
- Home-school agreement
- Staff well-being

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 info@loseleyfields.surrey.sch.uk 01483 416477

Put the subject and the name of the relevant member of staff (from the list below) on the subject line (for emails)

We will forward your request on to the relevant member of staff. If contact is disrespectful, abusive or threatening, the communication will not be forwarded on (please see Parent Code of Conduct).

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

See sections 4.1 and 4.2 for timescales.

In most instances we ask parents to speak with their child's class teacher. However, if there is a specific concern, please see table below.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/home learning/wellbeing/friendships etc.	Your child's class teacher via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
Pastoral support	1. Your child's class teacher (see above) 2. If class teacher has been spoken to, contact Debbie Loveland (Home-School Link Worker) via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
Behaviour	1. Your child's class teacher (see above) 2. If class teacher has been spoken to, then contact the school phone via phone (01483 416477) or info@loseleyfields.surrey.sch.uk to explain why you need to speak to another member of staff. The office will forward the request to an appropriate member of staff.
School trips	1. Your child's class teacher (see above) for access needs, curriculum etc. 2. Regarding consent forms or payments contact the office via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
General enquires i.e. payments, uniform, catering, clubs etc.	1. Website 2. School office via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
Attendance and absence requests	Reporting an absence: absence@loseleyfields.surrey.sch.uk If you want to request approval for term-time absence, contact the office via email info@loseleyfields.surrey.sch.uk
School events/the school	1. Website

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
calendar	2. School office via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
Special educational needs (SEN)	School office via phone (01483 416477) or info@loseleyfields.surrey.sch.uk
PTA	Friends of Loseley friends@loseleyfields.surrey.sch.uk

Complaints

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