



# Home School Communication Policy

Crayke Church of England Primary School

**Approved by:** FGB **Date:** January 2024

**Written in:** January 2024

**Next review due by:** January 2027

## 1. 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

## 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)
- 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 **aim** to respond to communication within 48 hours of receiving communications during core school hours, 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.

See also: ICT acceptable use policy

## 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Refer to the communication flowchart included in this policy to ensure communications are sent to the right person/people.
- Read the key communication issued by the school including the weekly newsletter, messages sent via email and text (Teachers2Parents), website updates and letters.
- 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 code of conduct.

Parents should allow up to 48 hours for staff members to respond. They should **not** expect staff to respond to their communication outside of core school hours, or their working hours if they are part time, 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 Email/web-posts

We use email, either directly, or through web-posts via our website, 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
- Consent forms/permissions

In order to receive web-posts, parents need to subscribe to the school website, which can be done via [www.craykeschool.org](http://www.craykeschool.org)

### **3.2 Teachers2Parents App/Text messages**

Teachers2Parents app messages form much of the communication at Crayke; this defaults to text messages if the app has not been installed. Installation of the app is encouraged as this is another place where term dates are added for ease of reference for parents.

We will text parents about:

- Short-notice changes to the school day/reminders about upcoming events
- Emergency school closures (for instance, due to bad weather)
- Good news texts to inform you of something positive your child has done in school that day

### **3.4 Phone calls**

Telephone calls are an appropriate way 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 **01347 821767**. The school office is open between 8.30am and 4:00pm, Monday, Tuesday and Thursday and 8.30am and 3:30pm on a Wednesday and a Friday during term-time. If trying to contact us outside of these hours please email: [admin@crayke.n-yorks.sch.uk](mailto:admin@crayke.n-yorks.sch.uk) . If the call/email requires a response, we aim to do this within 3 working days during term-time.

### **3.5 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 before and after-school provision

Parents should check the website before contacting the school.

### **3.6 School calendar**

Our website includes a full school calendar for the remainder of the school 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.

### **3.7 Reports**

Parents receive reports from the school about their child's learning, including:

- Interim reports in the autumn and spring terms, covering brief details about attainment and effort, attitudes to learning and attendance
- An end-of-year report in the summer term, covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on EYFS profile, Year 1 phonics score, Year 4 Multiplication Tables Check and KS2 SATs tests

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

### **3.8 Meetings**

We hold two parents' evening per year. During this meeting, 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.

## **4. How Parents and Carers can Communicate with 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. Please see communication flowchart (appendix 1) included in this policy to know which email address to use.

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 a further two 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 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
- 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 five 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 Subscription to school website [www.craykeschool.org](http://www.craykeschool.org)

We encourage all parents to subscribe to the school website (via the home page), as this is the main form of communication provided by the school.

Webposts are 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.

## 5. Inclusion

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

➤ English

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 board.

## **7. Links with Other Policies**

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing

## 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:

- Consult the communication flow chart
- Email the most appropriate address from the list below
- Include your child's full name in the subject line

We try to respond to all emails within 48 working hours.

### Parent Communication Flow Chart

- We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Learning Concerns	Pastoral Concerns	Concern relating to particular learning or physical needs	Issues relating to staff	Concerns & Queries relating to school administration
<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher in the first instance.</p>	<p style="text-align: center;">↓</p> <p>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</p>	<p style="text-align: center;">↓</p> <p>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASD (autistic spectrum disorders), dyslexia or dyspraxia or physical disabilities</p>	<p style="text-align: center;">↓</p> <p>Please contact the school office who will forward your concern to the most appropriate person.</p>	<p style="text-align: center;">↓</p> <p>Please speak to</p> <p style="text-align: center;"><b>Mrs Bacon</b></p> <p style="text-align: center;">School Administrator</p>
	<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher.</p>	<p style="text-align: center;">↓</p> <p>Please raise your concern with your child's class teacher in the first instance.</p>		
	<p style="text-align: center;">↓</p> <p>If you feel that the class teacher is unable to help for pastoral concerns please</p>	<p style="text-align: center;">↓</p> <p>Please arrange an appointment with our SENCO <b>Mrs Jackson</b>.</p>		

	<p>contact our Learning Mentor <b>Mrs Gears</b>.</p> <p><b>Mrs Gears</b> works with all of the children for behavioural and pastoral support.</p>			
<p>Please make an appointment to see our Headteacher: <b>Mrs Jackson</b> if you remain concerned after following the steps above.</p>				
<p><b>Teachers are available at pick up time for quick informal conversations but appointments can be made with all of the above by contacting the school office on 01347 821767 or emailing: <a href="mailto:admin@crayke.n-yorks.sch.uk">admin@crayke.n-yorks.sch.uk</a></b></p>				
<p>If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</p>				

- Our Co-Chairs of Governors, Mrs Andrea Hayes and Mrs Lucy Willshaw are also here to support when a parent has a concern or complaint. They can be contacted through the school office.
- Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.

### Useful email addresses

Parents should consult this list to use the correct email address for staff members. If this email address is not listed please use main school office email and include staff members name in the email subject. This will then be forwarded to the right person.

STAFF MEMBER	EMAIL ADDRESS
Mrs Bacon School Office	<a href="mailto:admin@crayke.n-york.sch.uk">admin@crayke.n-york.sch.uk</a>
Mrs Jackson (Headteacher)	<a href="mailto:headteacher@crayke.n-york.sch.uk">headteacher@crayke.n-york.sch.uk</a>
Class teachers: Reception – Mrs Helfferich Year 1/2 – Mrs Dobson Year 3/4 – Miss Williams Year 5/6 – Mrs Seligman / Miss Walker	<a href="mailto:chelfferich@crayke.n-york.sch.uk">chelfferich@crayke.n-york.sch.uk</a> <a href="mailto:ldobson@crayke.n-york.sch.uk">ldobson@crayke.n-york.sch.uk</a> <a href="mailto:ewilliams@crayke.n-york.sch.uk">ewilliams@crayke.n-york.sch.uk</a> <a href="mailto:mseeligman@crayke.n-york.sch.uk">mseeligman@crayke.n-york.sch.uk</a>

STAFF MEMBER	EMAIL ADDRESS
	<a href="mailto:ewalker@crayke.n-yorks.sch.uk">ewalker@crayke.n-yorks.sch.uk</a>
CHASA (PTA) Chair	<a href="mailto:chasa@crayke.n-yorks.sch.uk">chasa@crayke.n-yorks.sch.uk</a>

### **Complaints**

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