



Home-School Communication Policy

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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 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)

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.

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 code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8:30am-4:00pm, 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 Arbor/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
- Class activities or teacher requests
- Praise and Sanctions

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)

3.3 School calendar

Our school website includes a full school calendar for the academic year.

<https://calendar.bridgnorthendowed.co.uk/CalendarDay.aspx?ID=5174&d=09/02/2023>

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.

3.4 Phone calls

If we need to contact parents during the school day or if we require a longer and more private conversation, we will call. It is very important that we have up to date phone numbers for parents. In an emergency, we will need to get in touch. All calls are recorded for quality and monitoring purposes.

Should parents need to call the school please contact reception on 01746762103 who will direct your call to the appropriate member of staff or take a message. We encourage parents to email the school about non-urgent issues in the first instance. We aim to respond to calls (or arrange a meeting or phone call if appropriate) within two working days. However, if it is an urgent matter, such as a safeguarding concern, please call the school immediately.

The first point of contact should be a child's tutor who we encourage to contact home to discuss pupils' performance (both positive and negative) however please note that Arbor is the main conduit for this communication.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits.
- Consent forms.
- Our weekly parent bulletin.
- Headteacher letters.

3.6 Homework books/school planners

All students have a school planner which is used for them to record information but please note that we do not use this for parental communication.

3.7 Reports

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

- Termly progress reports.
- A report on the results of public examinations.

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 a parents' evening for each year group each year. 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 address these additional needs.

3.9 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.

3.10 Home-school communications app/platform

Arbor is used to send out messages and alerts on behaviour (positive and negative). Parents are given details about how to access Arbor.

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.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

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 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 two 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.

Should parents need to call the school please contact reception on 01746762103 who will direct your call to the appropriate member of staff or take a message. We encourage parents to email the school about non-urgent issues in the first instance. We aim to respond to calls (or arrange a meeting or phone call if appropriate) within two working days. However, if it is an urgent matter, such as a safeguarding concern, please call the school immediately.

The first point of contact should be a child's tutor who we encourage to contact home to discuss pupils' performance (both positive and negative) however please note that Arbor is the main conduit for this communication.

When parents are emailing the school we recommend emailing admin@bridgnorthendowed.co.uk or a child's form tutor directly who will respond or direct your enquiry within two working days.

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.

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 Home-school communications app/platform

Whilst Arbor is used to send messages and notifications we request that communications to school are made via the other contact channels to provide parents with a quicker response.

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 two years.

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
- 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:

- Email or call the school office on admin@bridgnorthendowed.co.uk or 01746762103
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails).
- We will forward your request on to the relevant member of staff.

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

We try to respond to all emails within two working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's tutor
My child's wellbeing/pastoral support	<p>Your child's Head of House or Pastoral Support Assistant:</p> <p>Invictus Mrs Griffin zgriffin@bridgnorthendowed.co.uk</p> <p>PSA: Miss Jackson njackson@bridgnorthendowed.co.uk</p> <p>Virtus Mrs Taylor gtaylor@bridgnorthendowed.co.uk</p> <p>Mrs Welch hwelch@bridgnorthendowed.co.uk</p> <p>Scientia Ms Poole lpole@bridgnorthendowed.co.uk</p> <p>Miss Jones njones@bridgnorthendowed.co.uk</p> <p>Veritas Mr Chase schase@bridgnorthendowed.co.uk</p> <p>Miss Clark nclark@bridgnorthendowed.co.uk</p>
Payments	Mrs S. Scott

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	admin@bridgnorthendowed.co.uk 01746762103
School trips	Miss G. Barrett admin@bridgnorthendowed.co.uk 01746762103
Uniform/lost and found	School Office/Reception admin@bridgnorthendowed.co.uk 01746762103
Attendance and absence requests	If you need to report your child's absence, call: 01746762103 If you want to request approval for term-time absence, contact attendance@bridgnorthendowed.co.uk
Bullying and behaviour	Your child's tutor
School events/the school calendar	School Office/Reception admin@bridgnorthendowed.co.uk 01746762103
Special educational needs (SEN)	SENDCO Miss Gresko sgresko@bridgnorthendowed.co.uk
Before and after-school clubs	School Office/Reception admin@bridgnorthendowed.co.uk 01746762103
Hiring the school premises	Miss G. Barrett admin@bridgnorthendowed.co.uk 01746762103
PTA	Mrs S. Underhill admin@bridgnorthendowed.co.uk 01746762103
Governing board	Mrs V. Dober vdober@bridgnorthendowed.co.uk 01746762103

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Catering/meals	Mrs S. Underhill admin@bridgnorthendowed.co.uk 01746762103

Complaints

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

<https://www.bridgnorthendowed.co.uk/images/policies/Complaints-Policy-Spring-2023.pdf>