

NORTON CANES HIGH SCHOOL

HOME SCHOOL COMMUNICATIONS



Home School Communication Policy

Approved by:	Curriculum and School Improvement Governors Committee	Date: September 2021
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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 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
- 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 not** respond to communications outside of school hours 8:30 – 4 or their working hours (if they work part-time), or during school holidays.

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.

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
- Termly newsletter
- Letters

Please ensure that school holds your correct, up-to-date email address.

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)
- Detentions
- Pupil absence/lateness
- Uniform/equipment issues

Please ensure that school holds your correct, up-to-date contact numbers.

3.3 School calendar

Our school website includes the [term dates](#) for the year.

Where possible, we try to give parents at least 1 weeks' notice of any events or special occasions.

3.4 Phone calls

Staff will call home on occasions to discuss concerns or to offer praise.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Key information

3.6 Homework

Homework is communicated through the Satchel One system, accessed through the app or website (www.satchelone.com). Pupils and parents can get personalised access via a PIN code issued when pupils start in school. If you have issues logging into Satchel One, please see the Satchel One [help pages](#) in the first instance.

3.7 Reports

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

- Two reports per year covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

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 one parents' evening(s) per year group per year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work.

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

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

If you have questions, or would like to speak to a member of staff:

- Email or call the school office on office@nortoncanes-high.staffs.sch.uk / 01543 622600
- Put the subject in the subject line (for emails)
- We will forward your request on to the relevant member of staff
- A staff directory is available [here](#).

Remember: check our [website](#) first, much of the information you need is posted there.

Complaints

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

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 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

If any email is rude or inappropriate in tone we reserve the right not to reply,

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 2 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 2 days of your request.

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs or working with pupils at lunchtime or after school. Parents may be frustrated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

If parents are rude, abusive or speak in an inappropriate tone over the telephone, our staff will politely end the call.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the school office or call the school to book an appointment.

We ask parents to make reasonable requests for meeting times, and not expect to see any member of staff without a prior appointment. (We will always try to accommodate a meeting or phone call as soon as possible, but do have many commitments, including teaching, throughout the day and we would ask that you understand and respect this).

Parents should report to reception prior to meeting with a member of staff. A member of staff may ask a senior colleague to accompany them.

Staff will call a meeting to a close in the event of the parents becoming angry or abusive.

This will be reported immediately to a member of the Senior Leadership Team.

We try to schedule all meetings within 5 working days of the request.

4.4 Satchel One

The Satchel One homework system is used to communicate home learning to pupils along with key messages, praise points and feedback about their work. Parents do not have the facility to use the system as a means of communication and should not use their child's account to message teachers. If you have an issue with an aspect of home learning, please contact the school office where your communication will be directed to an appropriate member of staff.

5. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing board.

6. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints