



## St Augustine of Canterbury Roman Catholic Primary School

*Christus Heri, Hodie, Semper*

In the name of God the Father, the Son and the Holy Spirit, we remember that each person is gifted, unique and loved by God and so in the family of St Augustine's we:

Welcome everyone in Jesus' name;  
Work together in Jesus' community;  
Follow Jesus' example in all we do;  
Learn with Jesus as our inspiration;  
Grow in faith with Jesus as our leading light.

# Home School Communication Policy 2023-24

<b>Approved by:</b>	LGB	<b>Date:</b> September 2023
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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 between 8.30 and 4.30 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 8.30 – 4.30 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 and Class Dojo

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
- Information about our curriculum offer

### 3.2 Text messages/School App

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 and annual opening newsletter includes a full school calendar for the year and term.

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.

There may be occasions when prior notice cannot be given.

### 3.4 Phone calls

We may make phone calls for the following reasons:

- To inform parents of daily incidents, if face to face communication is not possible, including medical information, injuries or behaviour incidents.
- Invite parents into school to discuss progress
- To discuss concerns raised by parents or staff
- To follow up on non-attendance

### 3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our monthly newsletter

To support our work in reducing paper and promote stewardship of the environment, we aim to send these by email, Class Dojo or via Parent App where possible. Should parents wish to receive a paper copy, they should contact the school office.

### 3.7 Reports

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

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, behaviour and effort and their attendance
- Termly progress reports in Autumn and Spring Terms.
- A report on Key Stage (KS) 1 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(s) per academic year, one in Autumn and one in Spring. 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.

## 4. How parents and carers can communicate with the school

Parents should use the list in appendix I 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 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 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 2 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.

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 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

## 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 English but can arrange translations if possible. Class Dojo has a translation tool available to enable parents to access information shared.

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 board.

## 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
- Safeguarding and child protection

## Appendix I: 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 [office@st-augustines.lancs.sch.uk](mailto:office@st-augustines.lancs.sch.uk) 01282 426938

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. Our office hours are 8.00-4.00. emails or messages received outside of these hours will be actioned on the following working day. We try to respond to all emails within 5 days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher or our Pupil and Family Support Team, Mrs. Webb or Mrs. Pound
Payments	Mrs. McCormick, Business Support Officer
School trips	Your child's class teacher
Uniform/lost and found	Your child's class teacher
Attendance and absence requests	If you need to report your child's absence, call 01282 426938 If you want to request approval for term-time absence, contact Mrs. McCormick via <a href="mailto:office@st-augustines.lancs.sch.uk">office@st-augustines.lancs.sch.uk</a>
Bullying and behaviour	Your child's class teacher or our Pupil and Family Support Team, Mrs. Webb or Mrs. Pound
School events/the school calendar	The school office on 01282 426938
Special educational needs (SEN)	Mrs. Haworth, our SENDCo
Before and after-school clubs	The school office
Hiring the school premises	The Headteacher
PTA	The school office
Governing board	The school office
Catering/meals	Via Dolce

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on our website.