

*At Holme Junior & Infant School,
we empower every individual to be
resilient and independent lifelong learners,
who value and respect their environment,
developing high aspirations
to reach their full potential.*



HOLME JUNIOR & INFANT SCHOOL

Headteacher: Mr. Damien Bond

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
- 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 8:30am and 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
- Responding 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, threatening or of a harassing nature 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 between 8:30am and 4:00pm, or during school holidays.

Our parent code of conduct can be found on the Policies page of our school website or is available as a paper copy by request at the school office.

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 Weduc – Home/School Communications App

We use Weduc to keep parents informed about the following things:

- Payments
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- School surveys or consultations
- Class activities or teacher requests
- Letters about trips and visits
- Consent forms
- Our monthly newsletter
- Clubs

3.2 School calendar

Our school website, Weduc and newsletters include a full school calendar for the relevant month and/or 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.

3.3 Phone calls

The school will call parents if and when required. If deemed necessary, we may call parents regularly to discuss pupils' performance (both positive and negative). This is at the discretion of the member of staff and the circumstances surrounding the calls and if mutually agreed.

3.4 Reading Diaries/Homework Books

Reading diaries and homework books are for appropriate communications regarding reading or homework only.

3.5 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, and their attendance.
- 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).

3.6 Meetings

We hold one parents' evening in the autumn and spring terms. 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.

Parents can request ad-hoc meetings but these will be at the discretion of the teacher.

3.7 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 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 48 hours, 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 48 hours.

If this is not possible (due to working days, 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 working 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 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.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Parent code of conduct
- Staff code of conduct
- Complaints

Appendix 1: school contact list

Who should I contact?

Option 1:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email office@holmejschool.co.uk or call the school office on 01484 687362.
- 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 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 48 hours.

Option 2:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 48 hours.

As a small school our communication is directly with the School Office and the relevant communications will be shared with the correct member of staff to respond in-line with this policy.

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
Payments	Helen Talbot, School Office – office@holmejschool.co.uk
School trips	Helen Talbot, School Office – office@holmejschool.co.uk
Uniform/lost and found	Helen Talbot, School Office – office@holmejschool.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 01484 687362 If you want to request approval for term-time absence, contact the School Office – office@holmejschool.co.uk
Bullying and behaviour	Your child's class teacher

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	Helen Talbot, School Office – office@holmejschool.co.uk
Special educational needs (SEN)	Rebecca Guest, School Office – office@holmejschool.co.uk
Before and after-school clubs	Helen Talbot, School Office – office@holmejschool.co.uk
Hiring the school premises	Damien Bond, School Office – office@holmejschool.co.uk
PTA	Emma King, School Office – office@holmejschool.co.uk
Governing board	Mary Stephenson, School Office – office@holmejschool.co.uk
Catering/meals	Tina Crowther, School Office – office@holmejschool.co.uk

Complaints

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

Our complaints policy can be found on the Policies page of our school website or is available as a paper copy by request at the school office.