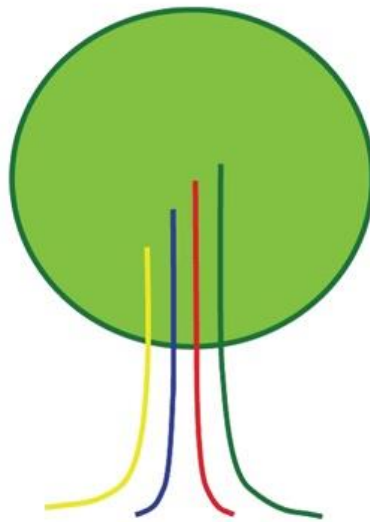


# **HOME SCHOOL COMMUNICATION POLICY**



## **Robin Hood**

**This Policy was formally adopted by the Governing Body in  
July 2024**

**Policy to be reviewed every 3 years.**

**Next review date July 2027**

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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

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 school hours (8:00am and 4:00pm).

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
- 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 through Parent Mail, including year group weekly newsletters, the headteacher's weekly newsletter, messages sent and letters. All communications for Robin Hood Primary School are sent through Parent Mail. This is managed by the school admin team.
- 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.

Please see the Parent Code of Conduct on the school website.

## 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 Parent Mail

We use Parent Mail to keep parents informed about the following things:

- Upcoming school events (each term a calendar of events is sent out as well as reminders on weekly newsletters)
- School surveys or consultations
- Class activities or teacher requests
- Consent forms/permissions
- Weekly home learning

If parents are unable to connect to the parent app, please email the [office@robinhood.leeds.sch.uk](mailto:office@robinhood.leeds.sch.uk) for support with this.

### 3.2 Email

We use email for:

- Any communication needed to be passed onto school or a specific member of staff.

### 3.3 Text messages

Parent Mail is the main form of communication at Robin Hood and no text messages are used to communicate with parents.

### 3.4 School calendar

At the end of each half term, parents will receive the termly dates via Parent Mail.

Our weekly newsletter includes key dates for upcoming weeks.

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. Please note: extra events are occasionally added and are communicated with as much notice as possible.

### 3.5 Phone calls

Telephone calls are the most 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 **0113 2823444**. The school office is open between 8.00am and 4.00pm Monday - Friday during term-time. At all other times, there is an answering service available to take your message. If the call requires a response, we aim to do this within 2 working days during term-time.

### 3.6 Letters

We send the following letters via Parent Mail regularly:

- Letters about trips and visits
- Our weekly newsletters
- Letters regarding permission
- Letters about after school club opportunities

If a parent requires a letter to be printed, this can be requested through the main 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 and their attendance
- A report on 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 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. Parents are also invited into school twice a year for a 'Book Look' where parents are able to see all of their learning in books.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, behaviour, 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, including Personal Development
- 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

### 4.1 Email

Parents should always email the school about non-urgent issues in the first instance. All emails to school should go to the office email: [office@robinhood.leeds.sch.uk](mailto:office@robinhood.leeds.sch.uk) Please do not send any emails to staff's work email addresses. All emails to the office will be forwarded onto the relevant member of staff.

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: 0113 2823444

### 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. Teachers will not be interrupted during their lessons to answer any calls. All call backs will be during non-teaching hours, unless the member of staff has non-contact time that day.

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

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the office with 'FAO: name of member of staff' as the subject.

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 or progress
- Updates related to pastoral support, their child's home environment or their wellbeing

#### **4.4 Home-school communications app**

We encourage all parents to engage with the use of Parent Mail as this is the main form of communication provided by the school.

Parent Mail is 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
- Parent code of conduct
- Staff code of conduct
- Complaints Policy
- 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 office
- 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>Please raise your concern with your child's class teacher in the first instance. This can be supported by your child's year group leader.</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>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>Please contact reception who will forward your concern to the most appropriate person.</p>	<p>Please speak to <b>Mrs Purchon</b>, our School Business Manager</p>
	<p>Please raise your concern with your child's class teacher.</p>	<p>Please raise your concern with your child's class teacher in the first instance.</p>		
	<p>If you feel that the class teacher is unable to help for pastoral concerns, please contact our</p>	<p>Please arrange an appointment with our school SENDCO, <b>Mrs Steel</b>.</p>		



	<p>Pastoral Worker, <b>Mrs Smith</b>.</p> <p><b>Miss Smith</b> works with all of the children for SEMH and pastoral support.</p> 			
<p>Please make an appointment to see our Deputy Headteacher, <b>Mrs Thornton</b>, or our Assistant Headteacher, <b>Mrs Westwood</b>, if you remain concerned following the steps above.</p>				
<p>Please make an appointment to see our Acting Head of School, <b>Miss Hobson</b>, or our Executive Headteacher, <b>Mrs Harris</b>, if you remain concerned after following the steps above.</p>				
<p><b>Teachers are available after school for informal conversations by appointment only and appointments can be made with all of the above by contacting the school office on 0113 2823444 or emailing <a href="mailto:office@robinhood.leeds.sch.uk">office@robinhood.leeds.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 Chair of Governors, Mr Michael Devaney, is also here to support when a parent has a concern or complaint. He 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.

## Complaints

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

The school complaints policy can be found on our school website.

