

“The Summit is what drives us, but the climb itself is what matters”



THE SUMMIT FEDERATION

Executive Headteacher: Mr. Damien Bond

Home/School Communications Policy 2025 – 2026

Document Status			
Date of Next Review	February 2027	Full Governing Body	
Success Criteria for review completion	All docs read and amended as necessary.	Responsibility	Chair of Governors
Date of Policy Creation	September 2025	Name	James Piggott
Date of Policy Adoption by Governing Body 26 th November 2025 V1		Signed: (Governor responsible) Signed: (Headteacher)	
Method of Communication (e.g Website, Noticeboard, etc) Website and Cloud System			

1. Introduction and aims

We believe that clear, open communication between the federation 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 federation improve, through feedback and consultation with parents/carers
- Builds trust between home and our schools, which helps the federation better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how a federation school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of 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 Executive Headteacher

The executive 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 a federation 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 a federation school (such as requests for meetings) in a timely manner
- Checking all communications from a federation school

Any communication that is considered disrespectful, abusive, threatening or of a harassing nature will be treated in line with our federation 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 federation website or is available as a paper copy by request from a 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 their 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 Reach More Parents – Home/School Communications App

We use the Reach More Parents App to keep parents informed about the following things:

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

3.2 School calendar

Our Reach More Parents App 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

A 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. Communications related to other matters should be through e-mail or the Seesaw app.

3.5 Reports

Parents receive reports from a 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 2 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.

A 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 a school is posted on their 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 e-mail 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 relevant school office.

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should e-mail 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 relevant school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should e-mail the appropriate e-mail address (see appendix 1) or call the relevant 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 a 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 a 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 relevant school office to discuss these.

6. Monitoring and review

The executive 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:

Hinchliffe Mill

- Email office@hinchliffemillschool.org.uk or call the school office on 01484 689692.

Holme

- 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 e-mails)

➤ 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:

- E-mail 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 small schools 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	School Office – office@hinchliffemillschool.org.uk office@holmejischool.co.uk
School trips	School Office – office@hinchliffemillschool.org.uk office@holmejischool.co.uk
Uniform/lost and found	School Office – office@hinchliffemillschool.org.uk office@holmejischool.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 01484 689692 (Hinchliffe Mill) or 01484 687362 (Holme) If you want to request approval for term-time absence, contact the School Office — office@hinchliffemillschool.org.uk office@holmejischool.co.uk
Bullying and behaviour	Your child's class teacher
School events/the school calendar	School Office – office@hinchliffemillschool.org.uk office@holmejischool.co.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs (SEN)	Rebecca Guest rebecca.guest@holmejschool.co.uk
Before and after-school clubs	School Office – office@hinchliffemillschool.org.uk office@holmejschool.co.uk
Hiring the school premises	School Office – office@hinchliffemillschool.org.uk office@holmejschool.co.uk
PTA	Romney Oliver, School Office – office@hinchliffemillschool.org.uk Kelly Newiss, School Office – office@holmejschool.co.uk
Governing board	James Piggott – james.piggott@holmejschool.co.uk
Catering/meals	Amanda Harrison, School Office – office@hinchliffemillschool.org.uk 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 from a school office.