



# Home-School Communication Policy

Next review due by: September 2026

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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
- 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 school hours 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 school hours 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**

We use school email to keep parents informed about the following things:

- Upcoming school events
- Letters/information from the class teacher
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

Individual staff email addresses are not a method for communication between school and parents. Parents should use the school email address if necessary

[office@holycrossallsaints.salford.sch.uk](mailto:office@holycrossallsaints.salford.sch.uk)

Staff responding to a parent via email should be sent via the school email system 'Teachers to Parents'

#### **3.2 Text messages**

We will text parents about:

- Payments
- Short-notice changes to the school day or after school activities
- Emergency school closures (for instance, due to bad weather)
- Reminders from class teachers for their class

#### **3.3 School calendar**

Our school website includes the most recent newsletter for parents/carers with key dates. [Holy Cross and All Saints RC Primary School - Home](#)

#### **3.4 Phone calls**

We will communicate with parents via phone calls to inform them if their child is unwell, to arrange meeting appointments or to provide answers to low-level questions raised by parents via the school office. On certain occasions a class teacher may phone a parent/carer to inform them of an incident in school or have a conversation regarding the child's progress.

#### **3.5 Letters**

We send the following letters home regularly (usually by email):

- Letters about trips and visits
- Letters about events in school
- Consent forms
- Head teacher's newsletter or letters
- Class teachers may also put copies of the letters on Google Classroom so children and parents may access the information online.

#### **3. Reading Record books & Homework**

Children have their own Reading Record book so parents and school staff can communicate about the child's progress in reading. Staff communicate with the children and their parents on Google Classroom about homework and upcoming class events.

#### **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
- Information on KS2 SATs tests results

We also arrange 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' evenings per year – the first in the Autumn Term and the second in the Spring Term. 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.

### **3.10 Home-school communications**

Our school office will send out text messages on our system when there is information to be given to any/all parents.

## **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.

If a query or concern is urgent, and parents need an immediate response, they should call the school office.

If a query or concern involves a confidential matter or a safeguarding concern, parents should always contact the school office by telephone and ask to speak to the Designated Safeguarding Lead (Mrs Bell/ Mrs Cookson/ Mrs Whittaker)

If parent has an immediate safeguarding concern outside of school hours, they must contact The Bridge (Salford Children's Services) on 0161 603 4500

### **4.2 Phone calls**

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should call the school office and the relevant member of staff will contact them as soon as possible. This will either be via a telephone call, or preferably a meeting before/after school.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a meeting or phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff at the earliest opportunity.

The school office will determine which member of staff is best placed to deal with the query, concern or question. There are times when other staff members are available or best suited to deal with any query, concern or question.

If the issue is urgent, parents should call the school office.  
Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Changes/delays in collecting children
- Reporting a child absent.

#### **4.3 Meetings**

If parents would like to schedule a meeting with a member of staff, they should telephone the school office.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, teachers will decide if it is appropriate for a separate meeting to be arranged to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

(Teachers are unavailable to attend any morning meetings as this is protected learning time)

#### **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school. Parents who need help communicating with the school can request the following support:

- 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:

- ICT and internet acceptable use
- Acceptable adult visitor behavior policy
- Staff code of conduct
- Complaints
- Policy for managing serial and unreasonable complaints
- Home-school agreement
- Staff wellbeing

## Appendix 1: school contact list

### Who should I contact?

As a school, we believe that any issues and concerns are best addressed via face-to-face discussions with the relevant member of staff. If this cannot be facilitated, staff can call you to have a discussion on the phone. In the first instance this is usually with your child's class teacher.

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

- Call the school office on 0161 789 4386

**Remember:** check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher. Most questions can be answered at the end of the school day, but you may have to arrange a face-to-face meeting to discuss issues in more detail, this can be done by contacting the school office or emailing the school email address <a href="mailto:office@holycrossallsaints.salford.sch.uk">office@holycrossallsaints.salford.sch.uk</a>
My child's wellbeing/pastoral support	Contact the school office and they will direct your concerns to the relevant member of staff.
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 0161 789 4386 – School office. If the phone is not answered please leave a message. If you want to request approval for term-time absence, the relevant form (available from the school office) will need to be completed at least 2 weeks before any planned absence.
Bullying and behaviour, incidents during the school day.	Request an appointment with the class teacher, Miss Wheelan or member of the Senior leadership team, via the school office/ school email.
School events/the school calendar	Check website/Newsletter/Emails before ringing the school office.
Special educational needs (SEN)	Please speak with your child's teacher in the first instance. If you need further support contact the school office and they will ask Mrs Cookson the school SEND Leader to contact you. Communication will be via phone call or email through the school email system.
Before and after-school clubs	Treehouse After School Club Manager- Louise Irvine <a href="mailto:Treehousetmarys@outlook.com">Treehousetmarys@outlook.com</a>
Governing board	Chair of Governors: Mr Eugene Connolly who can be contacted via the school office
Catering/meals	Citywide Catering <a href="http://www.citywideservices.co.uk">www.citywideservices.co.uk</a>

### Escalating Concerns

If you need to have a further discussion or wish to escalate an issue, please ask to speak with Miss Wheelan our Children's and Families Officer who is available to support you and provides a drop in session for parents every Friday afternoon or Mrs Cookson (Deputy Headteacher)  
You can request a meeting with Mrs Bell the Headteacher by contacting the school office.

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available on the school website or from the school office.