



*"Inspiring a love of lifelong learning"*

# Home School Communications Policy

**Policy date: June 2024**

**Review date: June 2026**

Learning at Charville is underpinned by our Core Values

Respect

Independence

Self-belief

Honesty

Caring

Determination

## CONTENTS

Section	Contents		Page
1.	Scope		3
2.	Aim		3
3.	Roles and responsibilities		3
	3.1	Headteacher	3
	3.2	Staff	3
	3.3	Parents	3
4.	How we communicate with parents		4
	4.1	Email	4
	4.2	Text Messages	4
	4.3	School Calendar	4
	4.4	Phone calls	5
	4.5	Reports	5
	4.6	Meetings	5
	4.7	School Website	5
5	How parents can communicate with the school		6
	5.1	Email	6
	5.2	Phone Calls	6
	5.3	Meetings	6
6	Equal Opportunities		7
7	Related Policies		7
<b>Appendices</b>			
1	School Contact List		8

## 1. Scope

This policy applies to all communications issued to parents/carers on behalf of Charville Academy. Throughout this policy we will use the term parents to refer to all parents and carers of pupils attending Charville Academy.

## 2. Aim

We believe that clear, open communication between the school and parents has a positive impact on pupils' learning and behaviour because it:

- Gives parents the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents
- 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
- Setting clear standards for responding to communication from parents
- Helping parents 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.

## 3. Roles and responsibilities

### 3.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Regularly reviewing this policy.

### 3.2 Staff

All staff are responsible for:

- Responding to communication from parents/carers in line with this policy and the school's IT and Digital Usage Policy
- Working with other members of staff to make sure parents/carers get timely information (if they cannot address a query or send the information themselves).

Staff **are not** expected to respond to communications after 6.00 pm – week days. Staff will respond to any communications within two working days (during school term time).

### 3.3 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 (including verbal) that is considered disrespectful, abusive, or threatening will be treated in line with our Parent / Carer Code of Conduct.

#### **4. How we communicate with parents**

The sections below explain how we keep parents up-to-date with their child's education and what is happening in school.

Parents/carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

##### **4.1 Email**

We use email to keep parents informed about the following and parents are expected to ensure the email addresses/s we hold are current:

- Upcoming school events
- Scheduled school closures (for example, for staff training days or adverse weather)
- School surveys or consultations
- Class activities or teacher requests which is also communicated through DOJO
- Letters about trips and visits
- Whole school letters
- Consent forms
- Outstanding debt letters
- Attendance.

##### **4.2 Text Messages**

We will text parents/carers about:

- Special events
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Trips and visits, where appropriate
- Emergency messages / alerts
- Important information including first aid messages
- Attendance.

##### **4.3 School Calendar**

Our school website includes a parent/carers school calendar for the year.

Where possible, we try to give parents/carers at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors).

Any such event will be included in the school calendar.

#### **4.4 Phone Calls**

Telephone contact is made using the contacts held by school. The calls are for individual information related to the child. Parents are expected to ensure we have 3 contacts for their child and current contact numbers. It is the parents' responsibility to ensure we have correct contact numbers for all contacts.

#### **4.5 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 - 30-hour Nursery pupils and pupils in Reception to Year 6
- A report on KS2 SATs tests, Yr 1 Phonics screening and Y4 multiplication check
- A report on the results of public examinations
- Verbal updates at Parent Consultation meetings attendance - 30-hour Nursery pupils and pupils in Reception to Year 6
- Paperwork relating to the individual needs of a pupil.

We can also arrange separate meetings where parents can speak to their child's teacher(s) about their achievement and progress on request.

#### **4.6 Meetings**

We hold parents' evenings / afternoons once per 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/carers' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

#### **4.7 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 including clubs.

Parents should refer to and check the website before contacting the school.

## 5. How parents can communicate with the school

Please 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.

### 5.1 Email

Parents should always email the school via [office@charvilleacademy.org](mailto:office@charvilleacademy.org) about non-urgent issues in the first instance. This will then be forwarded to 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 five working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school and ask for the relevant member of staff.

### 5.2 Phone Calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within two working days. If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within five days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues.

For more general enquiries, you can also call the school office.

### 5.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address – [office@charvilleacademy.org](mailto:office@charvilleacademy.org) (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

While teachers are available at the end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child’s learning
- Updates related to pastoral support, your child’s home environment, or their wellbeing.

## **6. Equal Opportunities**

This policy will be applied fairly to all home-school communications. We will ensure that all parents are treated equally in line with our Equalities Policy.

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) in English and have a translation facility on the website.

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Opportunities for interpreters to attend meetings/ phone calls.

We can make additional arrangements if necessary. Please contact the school office to discuss these.

## **7. Related Policies**

- IT and Digital Usage Policy
- Parent Code of Conduct
- Complaints Policy
- Equalities Policy

**Written by:** Nicola Kelly, Headteacher

**Approved by:** FGB

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## Appendix 1: School Contact List

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@charvilleacademy.org](mailto:office@charvilleacademy.org) / Tel nos: 020 8845 1707 / 3473
- 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.

We try to respond to all emails within 2 working 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	School office / pastoral team
Payments	Finance Team
School trips	Finance Team
Uniform/lost and found	Classteacher
Attendance and absence requests	If you need to report your child's absence, call: the main school telephone numbers 020 8845 1707 / 3473 If you want to request approval for term-time absence, letter to Head
Bullying and behavior	School office
School events/the school calendar	School office
Special educational needs	SENCO
Before and after-school clubs	School
Hiring the school premises	Finance Team
The PTA	PTA through meetings
The Governing Board	School office
Catering/meals	Catering Manager

## Complaints

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