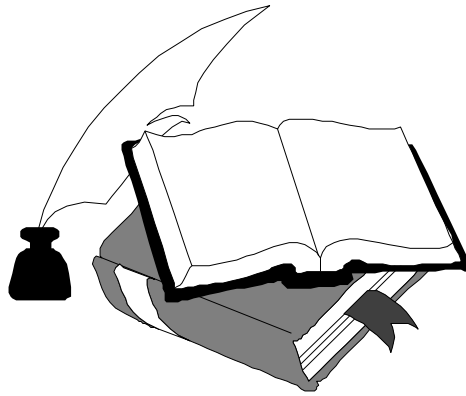


Alderman Payne Primary School



Home School Communication Policy

Date reviewed: March 2025

Next review: March 2027

Home, School Communication Policy

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 proportionate, 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)

Staff will **aim** to respond to communication during core school hours 08:30a.m. until 3:30 p.m. 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. Staff will aim to respond to your initial communication within a maximum timescale of a school week which is 5 days (excluding school holidays). Some staff may work part time and therefore, it may not be possible to respond within the target of 5 days. Where this is the case, parents may receive instead an acknowledgement email indicating the timeframe for a full response.

2.3 Parents

For the purpose of this policy, the term parent applies to both parents and carers or guardians of children.

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
- Adhering to the Alderman Payne Primary School Parent code of conduct

Parents should **not** expect staff to respond to their communication outside of core school hours 8:30 a.m. – 3:30 p.m. or during weekends or school holidays.

A copy of the Parent code of conduct can be found on the school website under policies.

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 Class Dojo

We primarily use Class Dojo to keep parents informed about the following things:

- Upcoming school events and general notifications
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- To share letters and newsletter
- Emergency and short notice information including closures (for instance, due to bad weather)

Class dojo may be used by a teacher to send a message specifically to a parent. However, this platform should not be used by families to communicate with school as it is not checked and monitored.

3.2 Email

We will email parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our weekly newsletter includes upcoming events.

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).

3.4 Phone calls

We will call you during the day for the following reasons:

- To enquire about attendance
- Your child is unwell and needs collecting
- Your child has bumped their head
- We need to report an incident in school regarding your child
- Other safeguarding or wellbeing issues as appropriate

On occasion a staff member may call you during the day to find out if all is well with your child as they may be unusually quiet or withdrawn or to discuss a situation in school

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

Usually, letters will be sent via Class Dojo.

Other letters may be sent to individual parents for a specific reason, for example to inform parents about attendance or other significant matter.

3.6 Reading records

Every child is provided with a reading record. These are to be transported between school and home to communicate your child's reading. Please complete this with your child and return to school so we can monitor home-reading and support accordingly. Please see our reading policy on the school website for further information on reading.

3.7 Reports

Parents receive written 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 2 SATs tests

3.8 Meetings

We hold 2 parent consultations 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.

The school may also contact parents to arrange meetings between these consultations 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
- 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 Tapestry

For children in Reception Class, Tapestry is used to share learning observations with families. Families are also encouraged to share photos and observations from home which contribute to the overall learning journey of the child.

4. How parents and carers can communicate with the school

We recognise that there will be times when parents require a more in depth discussion with the class teacher or a specific member of staff including leadership. In many cases, a quick chat at the beginning or end of the day during drop off or collection will suffice but these times can be busy for teachers. Where a longer, or sensitive conversation is needed, parents may contact the school to arrange for a convenient time to have a discussion. Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue. Staff can be contacted in the following ways:

4.1 Email

Parents should always email the office@aldermanpayne.cambs.sch.uk about non-urgent issues in the first instance.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days where possible.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

For matters regarding attendance, emails should be addressed to attendance@aldermanpayne.cambs.sch.uk.

4.2 Phone calls

Parents are expected to inform school if a child is unable to attend in line with the attendance policy.

For general enquiries, please call the school office, including if you care not able to collect your child and are sending someone different.

For other matters, if unable to send an email, parents may contact the school office by phone 01945 700275. The office will take a message and pass it on to the appropriate member of staff. It may not be possible to speak to the staff member immediately.

The staff member will respond either via phone call or an email through the school office. 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 5 days of your request where possible and with consideration of part time working.

If the issue is urgent, parents should call the school office. This ensures that the information is received promptly.

Urgent issues might include things like:

- Family emergencies

- Safeguarding or welfare issues

Depending on the nature of the issue, staff will respond via email or telephone call and may request a meeting. The urgency of the issue is at the discretion of school staff and priority will be given as appropriate.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address, or call the school to book an appointment. Parents must understand that staff have ongoing commitments and it will often not be possible to meet immediately.

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 email alerts and newsletters) available in the following languages:

- English (Class Dojo has a translation tool)
- 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
- Large print

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 2 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
- 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:

- Email or call the school office@aldermanpayne.cambs.sch.uk 01945 700275
- 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 5 days.

Parent/School Communication

Initial Question/Query/Concern		
Attendance or general query	Class/school related concern or question	SEND related concern or question
- Information may already be available on our school website or shared on ClassDojo to answer initial queries - Contact the school office by - Phone: 01945 700275 - email: office@aldermanpayne.cambs.sch.uk - Email for attendance only attendance@aldermanpayne.cambs.sch.uk	- Chat with class teacher at beginning or end of the day - Request a phone call from or a meeting with the class teacher via the office office@aldermanpayne.cambs.sch.uk	- Speak to class teacher - Speak to Inclusion Coordinator, Mrs Hemsall - Request a phone call or meeting via the school office office@aldermanpayne.cambs.sch.uk



Your initial query needs further input from others in school, this can be informal or formal	
Attendance Team Safeguarding SEND/Mental Health/Parent Support Senior Leadership Team	attendance@aldermanpayne.cambs.sch.uk safeguarding@aldermanpayne.cambs.sch.uk All staff can be contacted via the main office office@aldermanpayne.cambs.sch.uk



Your concern has not been resolved or you have a significant concern		
Meet with Headteacher	Your concern regards the headteacher	Complaint
Book an appointment via the school office office@aldermanpayne.cambs.sch.uk	The Chair of Governors can be contacted via the school office office@aldermanpayne.cambs.sch.uk	Our complaints policy can be found on the school website or requested via the school office. Policies Alderman Payne Primary School office@aldermanpayne.cambs.sch.uk