



Home-School Communication Policy

Approved by the Headteacher: May 2026
Review Date: May 2027

Contents

1. Introduction and aims	1
2. Roles and responsibilities.....	2
3. How we communicate with parents and carers	2
4. How parents and carers can communicate with the school	4
5. Accessibility.....	5
6. Monitoring and review	5
7. Links with other policies.....	5
Appendix 1: school contact list	6

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
- 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)
- Maintaining professional boundaries and conduct

Staff will **aim** to respond to communication during core school hours (8:00am – 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 the 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 the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated.

Parents should **not** expect staff to respond to their communication outside of core 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 email to keep parents informed about the following things:

- Class and curriculum updates
- School events and activities
- General information

3.2 Text messages

We will text parents about:

- Reminders
- Short-notice changes
- Emergency alerts or unexpected closures
- Requests for parents to contact the school in an emergency if the school is unable to reach them
- Requests for parents to provide a reason for their child's absence if it has not already been reported

3.3 School calendar

Our school website and newsletter include term dates, inset days and key events.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, visitors, or requests for pupils to bring in special items or materials).

3.4 Phone calls

Phone calls may be used for:

- Urgent pastoral or safeguarding matters
- Attendance concerns
- Follow-up to complex issues

3.5 Letters (paper form)

We send the following letters home:

- Termly or annual reports on pupil progress
- Statutory assessment information
- absence requests

3.6 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering achievement in each area of the curriculum
- A report on Key Stage 2 SATs results (Year 6)
- Attendance certificates
- A summary of the child's development in relation to the Early Learning Goals (Year R)

3.7 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

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 email the school office about non-urgent issues in the first instance.

We aim to acknowledge all emails the same working day and to respond in full (or arrange a meeting or phone call if appropriate) within three working days.

All emails received will be treated in confidence.

Emails sent outside of working hours will be treated as received on the next working day.

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

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 three working days.

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 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 school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (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 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

4.4 Appropriate Use of Communication

Parents should:

- Use clear subject lines

- Keep communication factual and concise
- Avoid using social media or public forums to raise school-related concerns

Staff will not engage in individual pupil matters via personal social media accounts.

5. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

5.1 Parents with additional communication needs

We aim to ensure communication is accessible to everyone by:

- Using clear and concise language
- Providing information in alternative formats on request
- Considering accessibility in website design

Reasonable adjustments may include translated materials or support at meetings.

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:

- Online safety
- Staff code of conduct
- Complaints
- Staff wellbeing
- Social media policy

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 on adminoffice@wickham-primary.hants.sch.uk / 01329 833065
- 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 three working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Class Teacher
My child's wellbeing/pastoral support	School Office/Class Teacher/ELSA
Payments	School Office
School trips	School Office
Attendance and absence requests	If you need to report your child's absence, call 01329 833065 If you want to request approval for term-time absence, contact the school office
Bullying and behaviour	School Office/Class Teacher/Phase Leader
School events/the school calendar	School office
Special educational needs (SEN)	School Office/Class Teacher/SENDCo
Before and after-school clubs	School Office
PTA	FoWPS - fowps@wickham-primary.hants.sch.uk
Governing board	Clerk to Governors via School Office
Catering/meals	School Office

Complaints

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