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Dear Parents and Carers,

I am writing to introduce our new Home–School Communication Policy, which has been developed to ensure that communication between home and school continues to be positive, effective and manageable for everyone involved.

We are incredibly proud of the strong, respectful relationships we have with our parents and carers and of our long-standing open door policy. As a school, we value open communication and work hard to ensure that any concerns are listened to and addressed promptly. This was reflected in the Parent View survey completed as part of our recent Ofsted inspection, where 97% of parents and carers stated that they felt any concerns they had raised were dealt with properly. We are very grateful for this feedback. Inspectors also shared with us that many parents commented positively on the visibility and approachability of our staff, which we were delighted to hear.

We make every effort to be visible and available to address concerns quickly. Members of the senior leadership team are regularly on the school gates in the mornings and class teachers are available at the classroom door in the morning and after school. Our experience shows that many worries can be resolved swiftly through a short conversation.

However, we have recently seen an increase in the number of concerns being raised via email rather than in person or over the telephone. At the same time, the increasing use of AI-generated correspondence has contributed to the length and complexity of some concerns and to the level of detail required in our responses. This has significantly increased the time needed for staff to investigate and respond, particularly during the school day when staff are teaching and supervising children.

On some occasions, concerns have also been shared on social media before the school has had the opportunity to respond. This can further complicate matters, as information may be incomplete or lack context, making it more difficult to resolve issues constructively. We firmly believe that concerns are best addressed directly with the school so that they can be handled sensitively, confidentially and as quickly as possible.

Very often, issues that are raised in writing can be resolved much more quickly through a conversation. That said, we fully recognise that a face-to-face discussion is not always possible, particularly for parents and carers who work during the school day or who do not drop off or collect their child from the classroom door.

To help manage expectations and ensure communication remains effective and sustainable, we have produced a Home–School Communication Policy.

This policy sets out:

- appropriate timescales for responses to concerns
- clear guidance on who concerns should be directed to in the first instance

We hope that this will support parents and carers in knowing how best to raise concerns and will help school staff respond as effectively as possible, while remaining focused on teaching and caring for the children.

Thank you, as always, for your continued support and for working in partnership with us. By following this policy, we believe we can continue to maintain the positive, respectful relationships that are such a strength of our school community.

Yours sincerely

Graham Cutter  
Headteacher