



Arden Forest Infant School

Home-school communication Policy

Approved by: R Gunn **Date:** 01.03.26

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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 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
- 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 not** respond to communications outside of school hours (8.30 and 4pm) or their working hours (if they work part-time), or during school holidays.

The ICT and internet acceptable use policy can be requested from the Admin office or found on the school website.

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.

The Parent Code of Conduct can be requested from the Admin office or found on the school website.

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/Parentmail

We use Class Dojo and EduLink app to keep parents informed about the following things:

- › Learning and Curriculum
- › Upcoming school events
- › Scheduled school closures (for example, for staff training days)
- › School surveys or consultations
- › Class activities or teacher requests
- › Letters about trips and visits
- › Consent forms
- › Our monthly newsletter (released on a Monday)

All letters will be sent on Fridays, with the monthly newsletter being sent on Mondays.

For some events, we will send 'Remember' letters which will be duplicates of previous letters or information. These will be on a green coloured background to prompt readers that they are a reminder about an event, eg trip, play etc

3.2 Text messages

We will text parents about:

- › Payments

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

3.3 School calendar

Our school website and newsletters include a full school calendar for the term.

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).

Any such event will be included in the school calendar.

3.4 Phone calls

Staff at school will make phone calls to parents. This may be for a range of reasons, including

- › To discuss pupils' performance (both positive and negative)
- › Notify of illness
- › Check or gain updates on information that can affect pupils learning or behaviour
- › Enquiry about attendance
- › Arrange meetings etc

3.5 Letters

We avoid paper communications due to efficiency, environmental and financial implications, therefore we typically only send the following letters home:

- › Data Collection Information (annually)
- › Leave of Absence response letters

3.6 Reports

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

- › An end-of-year report (July) covering their achievement in each part of the curriculum, how well they are progressing, and their attendance (these will be emailed to parents/carers)
- › Termly progress and attendance reports via the Parent Evening meetings (October and February)
- › A report on EYFS Assessment, Phonic Assessment Check in Year One and teacher assessments (with the end of year school report and email)
- › A report on the results of public examinations

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold one parents' evening per term (in the Autumn and 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. These may take place 'online' through TEAMS should school need to limit or restrict access or movement around the site in situations such as lock downs as a result of pandemics.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, wellbeing or attendance.

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 as part of 'SEN Review Meetings'. Similarly, these may take place via Teams if face to face meetings are not feasible.

The SENCo regularly has appointment days (typically a morning, once a fortnight) where parents can request and arrange meetings if they have concerns. To organise an appointment, please email the SENCO on senco2630@welearn365.com or use [EduLink to book an appointment](#).

3.8 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
- Ofsted

Parents should check the website before contacting the school.

4. How parents and carers 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.

4.1 Class Dojo and/or Email

Parents should always message on Class Dojo about **non-urgent** issues in the first instance. Similarly parents/carers can email the school via the admin email.

We aim to acknowledge all messages and 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 outline the concern.

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office or teacher on the class email 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, please call the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please message on Class Dojo, email the admin 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 end of most school days (not Wednesdays due to staff CPD), 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

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

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

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
- › Parent code of conduct
- › Staff code of conduct
- › Complaints

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 admin2630@welearn365.com or 024 76315913
- 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

We try to respond to all emails within two working days. Please be aware that the office hours are 8.30 – 4pm Monday to Friday.

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	HOW TO COMMUNICATE
My child's learning/class activities/lessons/homework	Your child's class teacher	Talk after school <u>or</u> write a message/letter/email to outline any concerns or questions
My child's wellbeing/pastoral support	Firstly - your child's class teacher or Pastoral Manager If concerns continue – a member of the School Leadership Team, i.e EYFS or DHT.	Talk after school <u>or</u> write a message/letter/email to outline any concerns or questions
Payments	School office	Phone <u>or</u> talk in person
School trips	School office	Phone <u>or</u> talk in person
Uniform/lost and found	Firstly - your child's class teacher Then School office if item remains unfound	Talk after school (not on Wednesdays)
Attendance and absence requests	If you need to report your child's absence, call: 02476315913 If you want to request approval for term-time absence, contact the office to request a 'Leave of Absence' form.	Phone <u>or</u> talk in person with school office (compulsory). In addition - you may wish to message the class teacher on Class Dojo.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	HOW TO COMMUNICATE
		(optional)
Bullying and behavior	Firstly - your child's class teacher or Learning Mentor/Family Support If concerns continue – a member of the School Leadership Team, i.e EYFS or KS1 Lead.	Talk after school (not on Wednesdays) <u>or</u> write a message/letter/email to outline any concerns or questions
School events/the school calendar	School office	Phone <u>or</u> talk in person
Special educational needs	SENCo	Talk after school <u>or</u> write a message/letter/email to outline any concerns or questions
Before and after-school clubs	School office	Phone <u>or</u> talk in person
Hiring the school premises	School office	Phone <u>or</u> talk in person
The PTA	School office	Phone <u>or</u> talk in person
The governing board	School office	Phone <u>or</u> talk in person
Catering/meals	School office	Phone <u>or</u> talk in person

Complaints

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

The Complaints Policy can be found on the school website.

Appendix 2: school staff letter procedures

Procedures for letter sending:

