



## **Communication Policy**

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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 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 The Principal

The principal 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 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 (8.30am-5pm) 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
- 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.

**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**

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.

Please note the following is not an exhaustive list but aims to sum up the main methods and uses of communication from the school.

### **3.1 Email/Parentpay**

We use email/parentpay to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Payments
- Daily queries
- General information letters

### **3.2 Class Dojo**

We will send a dojo to parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Class activities or teacher requests
- Payments
- Reminders

### **3.3 Phone calls**

We will telephone parents about:

- Injuries/accidents
- Attendance
- Urgent matters

### **3.4 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
- Termly progress reports
- A report on Key Stage (KS) 1 and KS2 SATs tests
- 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).

### **3.5 Meetings**

We hold two formal parents' evening(s) 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 parents' evenings 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.

### **3.6 School website/calendar**

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

Our school website and school newsletter includes 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).

## **4. How parents and carers can communicate with the school**

Parents should use the list in section 8 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 email the school, or the appropriate member of staff, about non-urgent issues in the first instance. The school office email is [enquiries@hopecommunityschool.org](mailto:enquiries@hopecommunityschool.org).

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office on 0203 223 2000.

#### 4.2 Class Dojo

If the parent wishes to communicate directly with the class teacher about non-urgent issues they should send a dojo message.

We aim to acknowledge all dojos within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office who will ensure the appropriate member of staff is notified. Parents should note that teachers will check class dojo sporadically throughout the day and responses may not be made until the teacher is out of class.

#### 4.3 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 2 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 5 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 who will direct your query to the appropriate member of staff.

#### 4.4 Meetings

If parents would like to schedule a meeting with a member of staff, they should email or call the school to book an appointment.

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. 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 2 years, or as needed.

The policy will be approved by the School Council.

## 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
- Home-school agreement

## 8. 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 dojo the most appropriate address
- Include your child's full name in the subject line
- If you are emailing the office with a request for a particular member of staff then include the staff's name in the subject box i.e: 'FAO Mrs Browne'

The school office email is: [enquiries@hopecommunityschool.org](mailto:enquiries@hopecommunityschool.org) 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	Contact your child's class teacher on class dojo or speak to them after school.
My child's wellbeing/pastoral support	Contact your child's class teacher on class dojo or speak to them after school.
Payments School trips Before and after school clubs Lunches/catering	Email or call the school office.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO...
Uniform/lost and found	Email the school office or dojo your child's class teacher.
Attendance and absence requests	If you need to report your child's absence, call: 0203 223 2000 or email the school office on enquiries@hopecommunityschool.org
Bullying and behaviour	In the first instance, contact your child's class teacher on dojo to make an appointment or request a phone call. If, following your discussion, you would like more information or support, request an appointment via the school office to meet with the relevant School Leader.
School events/the school calendar	Email the school office or dojo your child's class teacher.
Special educational needs (SEN)	Email or call the school office to request a meeting or phone call from the School SENCO.
PTA	Email to seedsofhope@hopecommunityschool.org
School Governing board	Email or call the school office.
Safeguarding or family support	For urgent safeguarding concerns please call the school office and request to speak to a Designated Safeguarding Lead.  For family support email or call the school office to request a call from the school's family liaison officer.

If, having followed the above the steps above, your question or concern is not resolved, please make an appointment with the school office to meet with the Principal, Mrs Donnelly, or Deputy Principal, Mrs Carvosso.

### **Complaints**

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on our school website.