

# Home-School Communication Policy

## From Staff Policies

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## Purpose

To promote the partnership between the school, parents and students through efficient and effective communication. To make Priory a 'Welcoming School'.

## Principles

Priory School believes that:

- Parents/Carers are a crucial influence on the education and development of our students, and effective partnerships between the school and home have a positive impact on student learning, behaviour and wellbeing.
- It is important that parents/carers have access to relevant information and that they receive our support, guidance and help quickly and effectively.
- It is important that parents/carers are consulted and given opportunities to provide feedback to the school.

Priory School recognises:

- The important role played by parents/carers, other adults, siblings and peers as key educators.
- The importance of effective systems for facilitating communication, not only to support the learning and well-being of our students, but also to reinforce our reputation as a "welcoming school".

The Home-School Communication Policy will embrace the principles of the Equality Policy, Special Educational Needs Policy (which incorporates Policy on Disability) and Home School Agreement.

## Detail

- The school will endeavour to resolve any issues that concern parents as quickly and effectively as possible (normally within up to three working days from the receipt of the communication) and will endeavour to acknowledge the communication should it not be possible to deal with the matter in the short term.
- The school will use a variety of methods to respond to communications received – email, telephone, a meeting, and or letter.

### Policy Details

#### Legal Status

Non Statutory

#### Adopted

June 2009

#### Version Date

February 2020

#### Last Review

March 2020

#### Next Review

February 2022

#### Responsible SMT

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- The school will use a variety of methods to communicate information to parents – Website, Headteacher’s Newsletters, Email, Letters, Reports, Telephone, Bulletin Board, Family Information Evenings and EDULINK.
- Staff contact is available via the website and EDULINK.
- All letters that go home for groups larger than 10 will be put on the letter log and copies of these letters will be put on to our website, and copies left at reception.
- Letters will be sent home to any student with a long-term illness and distributed to other absentees when they return to school.
- Parents are to be encouraged to use email when possible (however change of contact/address details must be by signed letter or using the change of details form available on the forms section on the school website).
- All letters/information sheets intended for a group of students larger than 10 will be monitored by a Senior Manager before they are duplicated and distributed.
- Communication on issues that affect the safety or wellbeing of a student(s) will be treated as priority.
- A calendar of important dates, including parents meetings, trips, tests, closure days, etc, will be published on the website and in the the Headteacher's Newsletter.
- The school will publish the Daily Bulletin on the website.
- Access to information – please refer to the Data Protection Policy for details of how to access.
- If a complaint is received by the school then the procedures contained in the Complaints Policy will be followed.
- The school will consult with parents/carers and provide opportunities for feedback through parents’ forums, questionnaires and other means.

## **Roles and Responsibilities**

The Headteacher is responsible for:

- Ensuring that the school has effective communications with all its stakeholders.

Staff are responsible for:

- Responding to communications as soon as possible and for acknowledging it should it not be possible to deal with the matter in the short term. Please allow up to three working days for email responses.
- Ensuring that ICT Support receives a copy of information that should be published on the website.

The Office Manager is responsible for:

- Ensuring that all letters, Headteacher’s newsletters, letter logs and other publications produced by the School are given to tutors for distribution.
- Ensuring that parental contact information is accurate and current.
- Ensuring that any communication for publication on the website is passed to ICT Support.
- Ensuring that the letter log is produced and distributed at the end of each month.

The Systems Manager is responsible for:

- Ensuring that ICT Support keep the website information up to date.
- Informing parents and staff of IT developments which enhance communication.

Parents are responsible for:

- Ensuring that the school is informed of known absences of their child(ren).

- Working with their child(ren) to ensure that they receive all paper communication sent by the school via the student.
- Ensuring that all contact information for them held by the school is up to date.
- Leaving times of availability and telephone numbers for contact if they want the school to respond by telephone.

The Governing Body is responsible for: Evaluating the effectiveness of the Home-School Communication Policy.

- This page was last modified on 2 April 2020, at 09:24.

#### **Related Policies**

- Complaints Policy
- Equality Policy
- Special Educational Needs Policy
- Home School Agreement
- Data Protection Policy

#### **Related Document**

- Change of details form