



# Home-school communication policy

**Woodlands Federation**  
**Paul Cox and Claire Kinsella**

Written: March 2024

To be reviewed: March 2026

## Contents

1. Introduction and aims.....	2
2. Roles and responsibilities .....	2
3. How we communicate with parents and carers .....	3
4. How parents and carers can communicate with the school .....	4
5. Inclusion .....	6
6. Monitoring and review .....	6
7. Links with other policies .....	6
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 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 their working hours. 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.

Parents should **not** expect staff to respond to their communication outside of their working 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 School Communication system: Arbor

We keep parents informed about the following things (this list is not exhaustive):

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Sharing newsletters and specific letters
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **3.3 School calendar**

Our newsletters and school website share key dates for the school year.

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**

The school may use the telephone to contact parents to discuss their child or events at school.

### **3.5 Letters**

We send the following letters home electronically:

- Letters about trips and visits
- Consent forms
- Our fortnightly newsletter

### **3.6 Reports**

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

- A written report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on KS2 SATs tests and any other 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 Meeting**

We hold 1 parents' evening(s) per seasonal 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.

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, also attend further meetings to address these additional needs.

### **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

Parents should check the website before contacting the school.

### 3.9 Home-school communications app

Woodlands Federation uses Arbor to communicate with parents. This shares key information for practical and ways to support children in school.

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

Parents should email the school office - [office@punnettstown.e-sussex.sch.uk](mailto:office@punnettstown.e-sussex.sch.uk) or [admin@dallington.e-sussex.sch.uk](mailto:admin@dallington.e-sussex.sch.uk) to raise any queries or issues.

### 4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails as soon as possible or will arrange a meeting or phone call if appropriate.

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

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 as soon as possible after receiving 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 school office or member of staff, 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.

We would make whole-school announcements and communications (such as email alerts and newsletters) available to parents who have a different first language, where possible. 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.

The policy is approved by the governing board.

## 7. Links with other policies

This policy should be read alongside our policies on:

- Acceptable use
- Online Safety
- Staff code of conduct
- MHWB

## 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:
  - Dallington - 01435 830335 - [admin@dallington.e-sussex.sch.uk](mailto:admin@dallington.e-sussex.sch.uk)
  - Punnetts Town - 01435 830361 - [office@punnettstown.e-sussex.sch.uk](mailto:office@punnettstown.e-sussex.sch.uk)
- Put the subject and the name of the relevant member of staff 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.

## Complaints

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