

# Coalbrookdale & Ironbridge C.E. Primary School



## **Policy**

# Home-School Communication Policy

Last Review: Autumn 2025

Responsible: M. Dhaliwal (Headteacher)

Next Review: Autumn 2027

## **Vision Statement**

Jesus said: 'Love each other as I have loved you'. John 15:12

Our school motto, 'Living life in all its fullness' is at the heart of everything we do and believe.

At Coalbrookdale & Ironbridge C.E Primary School, we aim to prepare the children in our care to become well-rounded members of society on their journey through school life and beyond.

We strongly believe that children learn best and achieve their full potential when they are happy and feel secure. We strive to provide a safe learning environment with a warm and welcoming atmosphere that fosters a sense of belonging among children, staff, families and the wider community. We value each individual's uniqueness and diversity, promoting respect and acceptance of one another as equals and celebrating the differences that make our community so special.

We have high expectations of the children, and we work hard to support them to become the best that they can be. For our children to flourish, socially and academically, we aim to provide an outstanding education that is both challenging and inclusive. All children are encouraged to embrace the many opportunities, and the support school provides, so that they become curious learners who are motivated and resilient with a 'Can do' attitude. Our aim is to provide the children of Coalbrookdale & Ironbridge with countless positive experiences, along with happy lifelong memories, from their time with us. We also have high expectations of attendance. We encourage families to be at school every day and to arrive on time in order to not miss any learning.

Through our supportive and inclusive Christian ethos, we are proud to foster our school values of trust, responsibility, respect, compassion and perseverance, embedding these within everyday life at school. We believe that the emotional health and wellbeing of the whole school community is fundamental to the ongoing success of our school.

We aspire to make our school a place of excellence where we educate, nurture and value everyone; that ALL children will enjoy learning and achieve their potential.

### **'Flourishing For All'**

This policy, as written, does not discriminate on any grounds, including, but not limited to, age, disability as well as SEND, gender reassignment, gender identity, marriage and civil partnership, race, religion or belief, sex and sexual orientation.

'Let us always meet each other with a smile, for the smile is the beginning of love.' Mother Teresa.

## 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 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 of 8:35am and 4:00pm 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 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 the following regularly to make sure they do not miss important communications or announcements that may affect their child.

#### **3.1 Seesaw**

Our Admin team uses Seesaw to keep parents informed about the following things:

- Whole school updates
- Individual parent messages
- Class updates / messages from teacher
- Upcoming school events
- Emergency school closures (for instance, due to bad weather)
- School surveys or consultations

Please note that messages posted by parents/carers on Seesaw may not be seen by a member of staff outside of core school hours.

#### **3.2 School Website**

Our school website, ([coalbrookdaleschool.org.uk](http://coalbrookdaleschool.org.uk)), has a news feed which is updated regularly. The weekly newsletter is also published via this feed.

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Scheduled school closures (for example, for staff training)
- Emergency school closures (for instance, due to bad weather)
- Curriculum information
- In-class learning
- Special events
- Links and information about how learning can be further supported at home
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents are encouraged to check the website before contacting the school.

#### **3.3 School Calendar**

Details of the school calendar are updated on the school newsletter.

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 children to bring in special items or materials).

Term dates for the academic year can be found on the school calendar on the website.

#### **3.4 Phone calls**

School staff may contact parents via phone call to discuss your child's learning or behaviour.

We expect teachers to provide positive feedback on children's learning success and behaviour.

If concerns or matters regarding learning and behaviour need to be discussed sooner than scheduled Parents' Evenings, contact will be made, either directly by the class teacher, SENDCo, member of the senior leadership team or admin staff.

### **3.5 Letters**

We aim to communicate with parents through a no-paper based approach. However, there are times when letters will be sent home, for instances such as:

- Letters about trips and visits
- Consent forms

### **3.6 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
- A report on Key Stage (KS) 1 and KS2 SATs test
- 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 termly parent consultations. 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 children with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

## **4. How Parents and Carers Can Communicate with The School**

Parents should use the list below to identify the most appropriate person to contact about a query or issue.

### **4.1 Discussion with Class Teacher**

Parents should always speak with the class teacher in the first instance to discuss matters linked to their child's learning or class. Teachers are available from 8.40am when they welcome children into school and at 3:20pm when dismissing children at the end of the school day.

### **4.2 Email**

We understand that some parents may not be available during school drop off or pick up to discuss matters with teachers or staff. We also understand and appreciate that some parents may not want to discuss their query or issue on the school playground in front of other parents or children.

In this instance, parents should email the school office to arrange a convenient time to speak with their child's class teacher.

Emails should be sent to the school admin email address: [A3315@taw.org.uk](mailto:A3315@taw.org.uk)

We will forward your request on to the relevant member of school staff. This may be the class teacher, Assistant Headteacher, SENDCo & Deputy Headteacher or Headteacher.

We aim to **acknowledge** all emails within **one** working day, and to respond in full (or arrange a meeting or phone call if appropriate) within **five** working days to discuss actions to be taken.

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

If you would like to raise a concern or a complaint, the process to follow is detailed within the Complaints Policy.

#### **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 **five 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 **five working** days of your request.

If the issue is urgent, parents should call the school office on 01952 386620.

Urgent issues might include things like:

- Family emergencies
- Safeguarding, welfare or health and safety issues
- Child unable to attend school due to illness

For more general enquiries, please call the school office.

#### **4.4 Meetings**

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

We try to schedule all meetings within **five working days** of the request.

Teachers are available at the beginning or end of the school day for quick handover messages or sharing short pieces of information.

If parents need to speak to the class teacher about a query in more detail, 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 school community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

The newsfeed on our school website can be translated to different languages. School will approach parents who speak additional languages, other than English, to ensure they can access the information which is put out on our school website.

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:

- Acceptable Use
- Parent Code of Conduct
- Staff Code of Conduct
- Complaints
- Home-school Agreement

## **8. 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 Policies page on the school website.

## **Working Together for Your Child: Parent Communication Guide**

### **1. Immediate Concerns or Urgent Issues**

- **Action:** Call the school office at **01952 386620**.
- **Examples of Urgent Issues:**
  - Family emergencies.
  - Safeguarding, welfare, or health and safety concerns.
  - Child unable to attend school due to illness.
- **Response Time:** Immediate attention during school hours.

### **2. Speaking with the Class Teacher**

- **Action:** Discuss with the class teacher for concerns about your child's learning or class.
- **Options:**
  - Speak directly at **8:40 am** (drop-off) or **3:20 pm** (pick-up).
  - For privacy, arrange a meeting via email.
- **Response Time:**
  - Immediate for brief queries.
  - Meeting scheduled within **5 working days** for detailed discussions.

### **3. Email/Seesaw Communication**

- **Action:** Email the school office at [A3315@taw.org.uk](mailto:A3315@taw.org.uk) or on **Seesaw** class page.
  - Specify the relevant staff member (e.g., Class Teacher, Assistant Headteacher, SENDCo, Deputy Headteacher, Headteacher).
- **Response Time:**
  - Acknowledgment within **1 working day**.
  - Full response or scheduled meeting/phone call within **5 working days**.
  - Messages posted by parents/carers on Seesaw may not be seen by a member of staff outside of core school hours.
- **Urgent Queries:** Call the school office.

### **4. Phone Calls**

- **Action:**
  - Email to request a callback from the relevant staff member.
  - For urgent matters, call the school office directly.
- **Response Time:**
  - Non-urgent: Callback within **5 working days**.
  - Urgent: Immediate attention during school hours.

### **5. Scheduled Meetings**

- **Action:** Book an appointment with staff via email or phone.
- **Topics for Discussion:**
  - Concerns about your child's learning.
  - Pastoral support or wellbeing updates.
- **Response Time:** Meetings scheduled within **5 working days**