



Parent Communications Guidelines

Purpose

This policy outlines the expectations and procedures for communication between parents/carers and school staff, to ensure a respectful, clear, and effective partnership that supports the wellbeing and learning of all pupils.

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

Policy implementation	By Whom	Review due
January 2025	SC	September 2027

Roles and responsibilities

Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Ensuring that the home-school agreement is being implemented effectively
- Regularly reviewing this policy

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 within 48 hours of receiving communications during core school hours, 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.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times and not excessive
- 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

Any communication that is considered disrespectful, abusive or threatening will not be tolerated. Parents should not expect staff to respond to their communication outside of core school hours or during school holidays.

Communication from School to Home

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.

Conversation (open door policy)

We believe that if a teacher needs to share information with a parent about their individual child (sharing successes or raising worries) the best place to start is with a conversation. Teachers may speak to parents at the start or end of the school day, or, if this is not possible,

they may contact parents by telephone. If the matter is more serious or needs more time for discussion, the teacher may request to arrange a meeting with the parent.

We will hold a Meet the Teacher event at the beginning of each academic year, so that parents can meet their child's new class teacher, hear about the learning over the year, key events within that year group, find out expectations and ask questions. Parents will be sent information about this via Class Dojo and the school newsletter.

Class Dojo

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

- View weekly achievements and activities
- Find the latest news including whole-school messages
- Surveys
- Calendar events
- Letters
- Class activities and teacher requests

Class Dojo Messages

- Quick messages regarding your child's day-to-day experience (non-urgent)
- Share photos of achievements including Portfolio photos
- To send information regarding attendance
- General, non-urgent information or update

Email

The school office or other staff may contact parents via email if they have any specific documentation to be shared, for example:

- Invoices being sent home
- Confirmation of bookings and requests

Phone call

Members of staff may contact parents via telephone call for a number of reasons, as this is the most direct form of contact if a situation is individual to a child or family. Telephone calls will be the main form of communication in an emergency: it is paramount that the school office has the most up-to-date contact details for parents and carers at all times.

Reports

Parents receive an end-of-year report from the school about their child's learning, including their achievement in each part of the curriculum, how well they are progressing, and their attendance.

Parents Evenings

We hold two 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 review meetings.

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.

We also offer various opportunities for further communication and information sharing, such as:

Half termly Newsletters

Parent Forums

Coffee Mornings

Communication from home to School

Conversation (Open Door policy)

Working in partnership happens best through conversation. If you have any quick messages or updates you would like to share with your child's class teacher, please catch them or a member of SLT, who will pass the message on, on the doors at the beginning or the end of the day.

Alternatively, you can telephone the school office on 01332 760369 from 8:00am- 4:00pm. For anything that requires more time or privacy, please book a meeting with the class teacher either the phone or in person.

If your concern cannot be resolved with the class teacher, please ask to speak with the Key Stage Leader, or member of SLT, via the school office.

Phone call

If parents need to speak to a specific member of staff about a non-urgent matter, they should ring the school office and the relevant member of staff will return their call at a convenient time due to teaching or other commitments.

If the issue is urgent, parents should call and speak to the school office 01332 760369

- To report your child's absence or find out why your child is not in school
- Important/urgent or emergency update about your child (e.g. they are unwell whilst in school)
- To inform us of a different adult collecting your child (password will be required)
- Any other messages or time-sensitive queries
- If you have a worry or a concern about your child's wellbeing or progress, or would like to raise a complaint, please contact the school office to arrange an appointment with a member of staff. The office staff will ask some key questions in order to work

out who the most appropriate person is for you to meet with and get back to you with as soon as possible in order to try to resolve the situation quickly.

Class Dojo Messages:

- Special achievements that took place out of school that you wish for the class teacher to be aware of
- To ask a question about home learning
- Non-urgent updates about your child

Important:

If an inappropriate message (or excessive amount of messages) is sent via Class Dojo, a member of the Senior Leadership Team (SLT) will contact the parent to discuss the issue.

1. A first incident will result in a formal warning
2. Repeated misuse will lead to a one-month ban from using the Class Dojo messaging feature
3. Further incidents will result in the messaging feature being disabled for the user

Class Dojo should not be used for urgent or sensitive matters, or for complaints.

Email

Parents should always email the school office about non-urgent issues in the first instance; info@carlyle.theharmonytrust.org

- General enquiries
- After school club bookings and queries
- A query/concern/positive comment about the academy
- To request a meeting/phone call with the teacher
- To share confirmation of payment from WTC

Additional Communication Support – Home-School Communication Book/Log

Some children may require a more thorough handover between home and school. In these cases, a designated adult can share information at drop-off and pick-up, or a Home-School Communication method (*appendix 2*) can be used.

This purpose of a communication book/log provides a consistent way to:

- Keep both home and school informed about difficulties and successes
- Track ongoing concerns
- Support problem-solving and share progress towards goals
- Promote consistency between home and school in routines, strategies, and expectations
- It's a wonderful way to reinforce your child's positive behaviour and development

Response Times

Staff will aim to respond to queries within 2–3 working days, depending on the nature of the enquiry.

Please note:

Staff are not expected to respond to messages outside of school hours or during holidays.

Emergency communications should always go through the school office.

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. We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them briefly, 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

We thank all parents and carers for their ongoing support and cooperation.

Together, we can ensure a positive, respectful, and supportive environment for all members of our school community.

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 updates and newsletters) available in other languages than English if needed.

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.

Monitoring and review



The Headteacher monitors the implementation of this policy and will review the policy every 3 years.

Links with other policies

The policy should be read alongside our policies on:

- Complaints
- Home-school agreement
- Code of Conduct

Appendix 1

Communication Method	
 info@carlyle.theharmonytrust.org 01332 760369 The academy website	
<ul style="list-style-type: none"> To inform the academy about attendance To report your child's absence A query/concern/positive comment about the academy To request a telephone appointment with your class teacher / key stage leader The office will call you if your child is unwell whilst in our academy Key, more permanent information such as policies, terms dates, timings, procedures To notify the academy of a different person collecting your child. That person must also have the password Early Bird and Night Owl queries Log in queries for Purple Mash, Parent Pay, Class Dojo 	<ul style="list-style-type: none"> To view your child's weekly achievements To find all the latest news. This includes urgent whole academy messages To discuss any home learning – Purple Mash and the Home Learning book can also be used for this To share photos of learning between the Academy and home (and vice versa) To request an appointment with the class teacher on the telephone Surveys, bookings for parents consultations and more

Appendix 2

Example of Home School Communication log:

Today at School						
Today is	Monday	Tuesday	Wednesday	Thursday	Friday	
I feel	great	frustrated	okay	proud	nervous	
Literacy	Numeracy	Science	History	Art	assembly	
computer	Design & Technology	RE	Dance	Geography	reading	
Art	music	gym class	helped	abc	read	
Speech	Worked Hard	built	played	had fun	shared	
did something new	puzzle	Trim trail	talked	thought	something else!	



My Teacher and I want to tell you

What I told you to you about my day	What I did when I got home
For dinner I ate	We had a change <input type="checkbox"/> of routine <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
I went to bed at	My emotions and behaviour at home were <input type="checkbox"/> positive <input type="checkbox"/> stable <input type="checkbox"/> mixed <input type="checkbox"/> concerning <input type="checkbox"/>
Additional Information	