



Greenside Primary School

Home-School Communication Policy

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1. Introduction and aims

We believe that clear, open and transparent 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, consistent 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 core school hours 8.30am-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.

Our Online Safety Policy, which sets out acceptable use, can be found here <https://www.greenside-sch.org/policies/> or a copy can be obtained via the school office.

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. For example, addressing class-based queries with the class teacher 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 8.30am-4.00pm, or during school holidays.

Our Parental Code of Conduct, which sets out expectations, can be found in Appendix 2.

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 Face to Face at drop-off or collection

Where practically possible, verbal messages can be passed on to school staff or parents at the start and end of the school day. Members of the Senior Leadership and Family Support Team are usually available at this time for any other messages which need to be communicated. Please be aware that staff have a maximum of 5 minutes during this time before the start of the school day and so for more detailed conversations, please make an appointment via the school office.

3.2 Text messages

We will text parents, and include links where appropriate about:

- Any relevant newsletters
- Educational visits, workshops and clubs

- Attendance and punctuality
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Invitations to assemblies or performances
- Any relevant electronic permissions that need completing
- Parent feedback and surveys

3.3 School calendar

Our school website and newsletters includes a full school calendar for the half 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).

For fortnightly celebration assemblies, these are sent on the Wednesday and allow for 2 days' notice.

3.4 Phone calls

Where possible, staff will endeavour to pass on any messages on your child's day at the beginning or end of the school day. At times, it may be more appropriate for school staff to contact parents via telephone. For anything urgent or relating to incidents school staff are aware of, this will be done by the end of the school day.

3.5 Letters and E-forms

We send the following letters and digital permission forms home regularly:

- Letters about trips and visits
- Consent forms
- Our half termly newsletter

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 tests, Phonics Checks (Y1/2) and Multiplication Check (Y4) outcomes

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 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 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.

4. How parents and carers can communicate with the school

Parents should use the list in appendix 1 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 always email the school via admin.info@greenside-sch.org about non-urgent issues in the first instance.

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. Please be aware that staff in the school office are trained to triage concerns and will determine if a query is urgent or not, considering the wider needs of the school community.

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 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.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1) or call the school to book an appointment.

We try to schedule all meetings within 10 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 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 currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

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 3 years.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Online Safety & Acceptable use
- Staff code of conduct
- Complaints

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 admin.info@greenside-sch.org or call on 0113 257 4509
- Put the subject and the name of the relevant member of staff (from the list below) 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.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework/friendships	Your child's class teacher
Safeguarding	School office who will direct you to a Designated Safeguarding Lead
My child's wellbeing/pastoral support	Your child's class teacher, Mrs Middleton (Learning Mentor) or Miss Brown (Family Support Worker)
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 0113 257 4509 If you want to request approval for term-time absence, contact the school office
Bullying and behaviour	School office who will be able to advise
School events/the school calendar	School office
Special educational needs (SEN)	School office who will direct you to Mrs Hair
Before and after-school clubs	School office
Hiring the school premises	School office

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
FROGS	School office
Governing board	School office
Catering/meals	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

Our Complaints Policy, which sets out expectations, can be found here <https://www.greenside-sch.org/policies/> or a copy can be obtained via the school office. Please note that for informal complaints, these will be responded to within 10 working days or receipt.

Appendix 2: Parent/Carer Code of Conduct

1. Purpose and scope

At Greenside Primary School we believe it's important to:

- Be respectful, honest, polite and kind to everyone – as per the Greenside rules
- Work in partnership with parents and the wider community to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times.

To help us do this, we set clear expectations and guidelines on conduct for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our Positive Relationships Policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate conduct.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern
- Provide honest but respectful opinions when completing surveys which do not target individuals

3. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult

- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from the local authority's legal team regarding further action (in cases of conduct that may be libellous or slanderous; this includes online and social media activity)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.