

# Communication with Parents/Carers Policy

Lace Hill Academy



Approved by governors

Date: Jan 2020

Next review due by: Jan  
2022

# Home-school communication policy

## Contents

1. Introduction and aims .....	3
2. Roles and responsibilities .....	3
3. How we communicate with parents and carers .....	4
4. How parents and carers can communicate with the school .....	6
5. Inclusion.....	7
6. Monitoring and review.....	7
7. Links with other policies.....	7
Appendix 1: school contact list .....	8

\*Please note: Where we refer to parents in the policy, this includes carers

---

## 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 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
- › 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 not** respond to communications outside of school hours or their working hours (if they work part-time), or during school holidays.

### 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 within our Behaviour Policy.

## 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 Email/ Parentmail

We use Parentmail to keep parents informed about the following things:

- › Upcoming school events
- › Scheduled school closures (for example, for staff training days)
- › School surveys or consultations
- › Class activities or teacher requests
- › Payments
- › Booking Wraparound Care
- › Forms (eg: for school lunches)

### 3.2 Text messages

We will text parents about:

- › Short-notice changes to the school day
- › Emergency school closures (for instance, due to bad weather)
- › Notification of school trip delay or eta
- › Any other emergency

### 3.3 School calendar

Our website includes a full school calendar for the year which is updated termly or when new events are created.

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

Parents will be called for the following reasons (this list is not exhaustive):

- › A head bump or a major scrape or fall
- › If a child becomes unwell (eg: temperature, headache, stomach ache)
- › Following an incident involving their child which is of concern
- › To share good news about a child
- › If there is a concern over safeguarding of the child
- › To follow up absence calls

### 3.5 Letters via Parentmail

We send the following letters home regularly:

- › Letters about trips and visits
- › Consent forms
- › Our biweekly newsletter

### 3.6 Reading Records

- › Teachers will write when they hear a child read
- › Parents will write when they listen to their child read

### 3.7 Reports

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

- › An end-of-year report covering their achievement in areas of the curriculum, how well they are progressing, and their attendance
- › A report on KS1 and KS2 SATs tests
- › 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).

### 3.8 Meetings

We hold two parents' evenings 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 discuss SEND support plans.

### 3.9 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.

### 3.10 Purple Mash and See-saw

Online work and communication directly linked to children is through Purple Mash and See-saw. Children can share their work and the teacher can communicate with children and vice versa through this platform. **This is not intended to be a platform for parent-teacher communication.**

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

Please 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, or the appropriate member of staff, about non-urgent and non-sensitive issues in the first instance. [office@lacehillacademy.co.uk](mailto:office@lacehillacademy.co.uk)

We aim to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

There are additional emails to make sure the correct person receives the email.

[senco@lacehillacademy.co.uk](mailto:senco@lacehillacademy.co.uk) Special Educational Needs queries and correspondence.

[confidential@lacehillacademy@lacehillacademy.co.uk](mailto:confidential@lacehillacademy@lacehillacademy.co.uk) Safeguarding or sensitive concerns (this email can only be accessed by SLT)

[wraparound@lacehillacademy.co.uk](mailto:wraparound@lacehillacademy.co.uk) After school care and breakfast club enquiries

### 4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within two working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within two days of your request.

If your issue is urgent, please 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 you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

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

\*While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

**\*DURING THE COVID PANDEMIC, THIS IS MAY NOT BE POSSIBLE, SO PLEASE CONTACT THE OFFICE WHO WILL GET A MESSAGE TO YOUR CLASS TEACHER, OR ARRANGE A PHONE CALL. MEETINGS CAN BE ARRANGED, WHICH NEED TO FOLLOW OUR COVID-19 GUIDELINES**

## 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 English.

Parents who need help communicating with the school can request the following support:

- › School announcements and communications translated into additional languages

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:

- › ICT and internet acceptable use
- › Parent code of conduct
- › Staff code of conduct
- › Complaints policy
- › Behaviour Policy

## Appendix 1: school contact list

### Who should I contact?

**Remember:** check our website first, much of the information you need is posted there.

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within two days

I HAVE A QUESTION ABOUT ...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher ➤ <a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a>
My child's wellbeing/pastoral support	Your child's class teacher <a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> Senior Leadership Team <a href="mailto:confidential@lacehillacademy@lacehillacademy.co.uk">confidential@lacehillacademy@lacehillacademy.co.uk</a> Ms Morgan Ms Geliot
Payments	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> Mrs Barson 01280 823747
School trips	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a>
Uniform/lost and found	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a>
Attendance and absence requests	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> Mrs Day 01280 823747 Mrs Barson 01280 823747
Bullying and behaviour	Your child's class teacher <a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a>

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Senior Leadership Team Ms Morgan Ms Geliot <a href="mailto:confidential@lacehillacademy@lacehillacademy.co.uk">confidential@lacehillacademy@lacehillacademy.co.uk</a>
School events/the school calendar	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a>
Special educational needs	<a href="mailto:senco@lacehillacademy.co.uk">senco@lacehillacademy.co.uk</a> Ms Geliot
Before and after-school clubs	<a href="mailto:wraparound@lacehillacademy.co.uk">wraparound@lacehillacademy.co.uk</a>
Hiring the school premises	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> Mrs Barson 01280 823747
The PTA (Friends)	<a href="mailto:friends@lacehillacademy.co.uk">friends@lacehillacademy.co.uk</a>
The governing board (chairs)	<a href="mailto:jgreen.governor@lacehillaademy.co.uk">jgreen.governor@lacehillaademy.co.uk</a> <a href="mailto:moherty.governor@lacehillaademy.co.uk">moherty.governor@lacehillaademy.co.uk</a>
Catering/meals	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> Mrs Day 01280 823747
*Complaints	<a href="mailto:office@lacehillacademy.co.uk">office@lacehillacademy.co.uk</a> <a href="mailto:confidential@lacehillacademy@lacehillacademy.co.uk">confidential@lacehillacademy@lacehillacademy.co.uk</a>

#### \*Complaints

We hope you are happy with all we do at Lace Hill Academy, however if you need to speak to someone about a complaint, you will need to follow our Complaints policy.

In the first instance, an informal meeting should be arranged with a member of SLT who can be contacted through the office or on the confidential email.

## **Appendix Guidelines for Parents' Behaviour**

We believe staff, parents and children are entitled to a safe and protective environment in which to work. Behaviour that will cause harassment, alarm or distress to users of the premises is contrary to the aims of the Academy - that all members of the Academy community treat each other with respect.

### **Expectation**

- That adults set a good example to children at all times, showing them how to get along with all members of the Academy and the wider community.
- That no members of staff, parents or children are the victims of abusive behaviour or open to threats from other adults on the Academy premises.
- Physical attacks and threatening behaviour, abusive or insulting language verbal or written, to staff, governors, parents and carers, children and other users of the Academy premises will not be tolerated and will result in withdrawal of permission to be on school premises.
- Any parent who is asked to leave the Academy premises will have the right to appeal the decision by writing to the Chair of Governors.
- Please note that incidents of rudeness will be logged with the Chair of Governors

### **Additional notes**

Academy premises are private property and parents have been granted permission from the Academy to be on Academy premises. However, in case of abuse or threats to staff, pupils or other parents, the Academy may ban parents from entering Academy.

It is also an offence under section 547 of the Education Act 1997 for any person (including a parent) to cause a nuisance or disturbance on school/ Academy premises. The police may be called to assist in removing the person concerned.

Types of behaviour that are considered serious and unacceptable and will not be tolerated towards any member of the Academy community are listed below this is not an exhaustive list but seeks to provide illustrations of such behaviour:

- Shouting, or using aggressive language either in person or over the telephone or in an email
- Inappropriate posting on Social Networking sites deemed as bullying
- Speaking in an aggressive/threatening tone
- Physically intimidating e.g. standing very close
- The use of aggressive hand gestures/exaggerated movements
- Physical threats
- Shaking or holding a fist towards another person
- Swearing

- Pushing
- Hitting e.g. slapping, punching or kicking
- Spitting
- Racist or sexist comments

Unacceptable behaviour may result in the Police being informed. The Academy reserves the right to take any necessary actions to ensure that members of the Academy community are not subjected to abuse. Where parents have been banned from the Academy premises and grounds; parents will need to provide alternative arrangements for bringing children into school. Parents have the right of appeal by writing to the Chair of Governors within ten days of permission to enter the Academy premises being withdrawn.