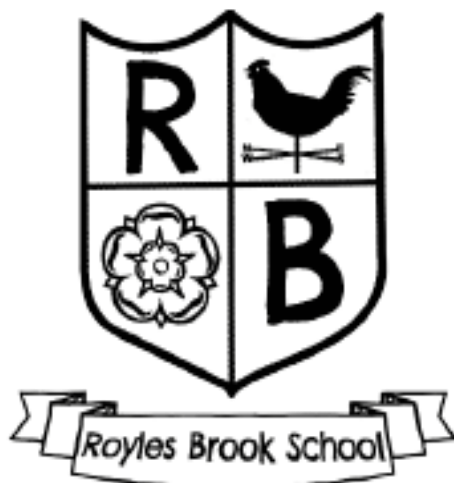




Royles Brook Primary School

Home–School Communication Policy

2025 - 2026

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Person responsible for Review	Mrs J. McKinnon

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.....	5
6. Monitoring and review.....	5
7. Links with other policies.....	5
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 core school hours (08:35 – 15:30) 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 (08:35 – 15:30) 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 Class Dojo

We use Class Dojo Pages and Class Dojo Messenger 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
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.2 School calendar

Our school website includes a list of 'Key Dates' for the academic year. Our weekly newsletter includes a list of key dates for the half term ahead.

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 on the website, weekly newsletter or Class Dojo pages.

3.3 Phone calls

On occasion, it may be appropriate for staff to call parents to discuss pupils' performance (both positive and negative)

We may call parents if your child is ill or they have forgotten to send something with their child. Parents are expected to call in before 09:15 if your child is absent.

Staff may contact you by telephone to check information, if a child does not have the correct equipment (e.g. packed lunch, PE kit, musical instruments), regarding payments, attendance, behaviour or if there are other

concerns. Staff can contact you to make you aware of positive achievements and progress your child has made.

All phone calls are recorded for training and monitoring purposes.

3.4 Letters

On occasion it may be necessary to send home communication via a letter, however most communication will be via Class Dojo.

3.5 Reports

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

- An end-of-year report covering their achievement in the curriculum, how well they are progressing, and their attendance
- A report on EYFS GLD, Y1 Phonics Screening Check, Y4 Multiplication Check and KS2 SATs tests

3.6 Meetings

We hold a full parents' evening(s) in the Spring 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, may also be asked to attend further meetings to address these additional needs.

3.7 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.

3.8 Home-school communications app

Class Dojo is our main communication platform between school and home. Links are established via a QR Code via the Class Dojo App.

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 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should phone the school office and the relevant member of staff will contact them.

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.

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 newsletters) available on the Class Dojo App and this can be translated into any language.

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

- 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 annually.

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT acceptable use
- Parent code of conduct
- 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:

➤ Call the school office on 01253 821396 or email office@roylesbrook.lancs.sch.uk

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	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher
Payments	School office
School trips	Your child's class teacher
Uniform/lost and found	Your child's class teacher
Attendance and absence requests	School office
Bullying and behaviour	Your child's class teacher
School events/the school calendar	Your child's class teacher
Special educational needs (SEN)	SENDSCO, Miss R. Lea
Before and after-school clubs	Extended Services Manager, Mrs A. Tauber
PTFA	School office
Governing board	School office
Catering/meals	School office