



**Approved by:** Resources Committee

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# 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
Appendix 2: rules for accessing the school premises and poster for reception.....	8

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## 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 e-safety 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 8am-4pm, or their working hours (if they work part-time), or during school holidays.

Please click [here](#) for a copy of the e-safety policy.

## 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 the DfE poster displayed in reception and attached as appendix 2 to this 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

We use email (via schoolcomms/edulink or the school gateway app) 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
- › Trips and visits
- › Consent forms
- › Newsletters

### 3.2 Text messages

We will text/message parents on the app about:

- › Short-notice changes to the school day
- › Emergency school closures (for instance, due to bad weather)

### 3.3 School calendar

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).

### 3.4 Phone calls

We may call you with regards to behaviour and discuss pupils' performance (both positive and negative).

### 3.5 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
- › Termly progress reports
- › A report on the results of public examinations
- › Information about vocational qualifications gained (or credits gained towards these)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### **3.6 Meetings**

We hold 1 parents' evening per year for each year group except year 11 where there may be an additional targeted parents' evening. 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 Social Media, including but not limited to Facebook, Twitter and Instagram**

Non-essential communication including photographs of work, information about sporting fixtures and some reminders are posted on our social media. No essential piece of information will be posted on social media without having been sent by email/text or posted on the website. However, non-essential information will be posted on social media without being communicated in other ways.

Parents should not use social media to contact school – we are unable to reply to these – and should use the channels listed in section 4 and appendix 1.

## **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 issues in the first instance.

We aim to acknowledge all emails within 1 school day, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 school days.

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

## 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 3 school 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 3 school 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 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

## 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 but 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:

- E-safety
- 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 the most appropriate address
- › Include your child's full name in the subject line

We try to respond to all emails within 2 school days. A full list of email addresses can be found on the school website.

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 form tutor
Payments	Finance Office
School trips	Ms. C. Hayter
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 01276 683539 OPTION 1 or email <a href="mailto:attendance@kings-international.co.uk">attendance@kings-international.co.uk</a> If you want to request approval for term-time absence, contact <a href="mailto:attendance@kings-international.co.uk">attendance@kings-international.co.uk</a>
Bullying and behavior	Your child's form tutor
School events/the school calendar	School office
Special educational needs	<a href="mailto:senco@kings-international.co.uk">senco@kings-international.co.uk</a>
The governing board	<a href="mailto:clerk@kings-international.co.uk">clerk@kings-international.co.uk</a>
Catering/meals	<a href="mailto:kitchen@kings-international.co.uk">kitchen@kings-international.co.uk</a>

## Complaints

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

## Appendix 2: rules for accessing the school premises and poster for reception

The Department for Education advises that schools should set out their rules for access to the school premises, and explain that anyone who breaks those rules would be trespassing ("Controlling access to school premises", November 2018).

Schools may wish to adopt the following wording and share it with parents/carers/visitors via the Home School Agreement, school website, newsletters etc:

**We recognise and value our partnerships with parents/carers and members of the community, and we welcome visitors to our school for**

- **Appointments**
- **Attending a school event**
- **To drop off or pick up younger children.**
- **Supporting school activities**

**We will act to ensure that our school remains a safe place for pupils, staff and all other members of our community. If a parent/carer/visitor has concerns we will always listen to them and seek to address them.**

**However, abusive, threatening or violent behaviour will not be tolerated. If such behaviour occurs the school may consider barring the person involved, in line with Department for Education guidance on Controlling Access to School Premises, November 2018. Any person who does not comply with these requirements would be trespassing and legal action may be taken.**

**No meeting at the school may be electronically recorded without the express permission of all parties. Information obtained without such permission will not be admissible in any proceedings.**





**We welcome visitors to our school.**

**We will act to ensure it remains a safe place for pupils,  
staff and all other members of our community.**

**If you have concerns we will  
always listen to them and  
seek to address them.**

**Please be aware, however, that abusive, threatening or  
violent behaviour will not be tolerated. Visitors behaving  
in this way  
may be subject to a bar from the school site.**

**No meeting at the school may be electronically recorded  
without the express permission of all parties.  
Information obtained without such permission will not  
be admissible in any proceedings.**

