

Home-School Communication Policy

Gosberton House Academy

Article 13: Every child must be free to say what they think and to seek and receive information of any kind as long as it is within the law.

Article 17: Every child has the right to reliable information from the mass media. Televisions, radio, newspapers and other media should provide information that children can understand. Adults must help protect children from materials that could harm them.

Article 23: Children who have any kind of disability should have special care and support so that they can lead full and independent lives.

Article 28: Children have a right to an education. Discipline in Academies should respect children's human dignity. Primary education should be free. Wealthy countries should help poorer countries achieve this.

Article 29: Education should develop each child's personality and talents to the full. It should encourage children to respect their parents and their own and other cultures.

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 Principal

The Principal 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)

[ICT and internet acceptable use policy, can be found on our website. Paper copies available from 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
- › 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.

[Parent Code of Conduct, can be found on the school website]

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 Tapestry

We use Tapestry 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

3.2 School calendar

Our school website/newsletter includes a full school calendar for the 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).

Any such event will be included on Tapestry.

3.3 Phone calls

Please phone in and let us know if your child is not going to be in school.

If you wish to talk to your child's teacher, please use Tapestry.

Your child's teacher will be in the classroom. He/she will communicate with you as soon as possible.

3.5 Tapestry

Tapestry is where you will find out what is happening in school.

We will send you our termly newsletter

3.6 Homework books/reading records

Homework will be sent home via Tapestry. Your child will bring home his/her reading. Please fill in the reading record book. This really helps us to further support your child. The Reading Record Book has lots of other useful information about how to share reading with your child.

3.7 Reports

Parents receive reports from the school about their child's learning via Tapestry and the EHCP review process, including:

- › EHCP reviews
- › Termly progress reports
- › End of year summary
- › A report on KS1 and KS2 SATs tests

3.8 Meetings

We hold an Autumn Term parents' evening and an EHCP review. We update Tapestry 2/3 times per week to share with you your child's activities and progress.

Parents are welcome to use Tapestry to ask questions about all aspects of school life.

We hold very regular 'family learning' activities and celebrations. We also hold parenting support programmes weekly. Please see our website for further details. 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.

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.

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 use Tapestry about non-urgent issues in the first instance.

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

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

4.2 Phone calls

In an emergency or for pupil illness. Please notify the School Office Team. Please do not expect to speak to your child's teacher, he/she will be teaching or preparing learning.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The Principal 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

Appendix 1: school contact list

Who should I contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Please use Tapestry
My child's wellbeing/pastoral support	Please use Tapestry
Payments	School office on 01775840250
School trips	Please use Tapestry
Attendance and absence requests	If you need to report your child's absence, call: 01775840250 If you want to request approval for term-time absence, contact your child's teacher via Tapestry
Bullying and behavior	Please use Tapestry
School events/the school calendar	Please see Tapestry and School Website
Before and after-school clubs	Please use Tapestry
The PTA	Please use Tapestry
The governing board	Clerk to the Governors 01775840250
Catering/meals	School office 01775840250

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy [on the school website; alternatively please request a copy via Tapestry.]