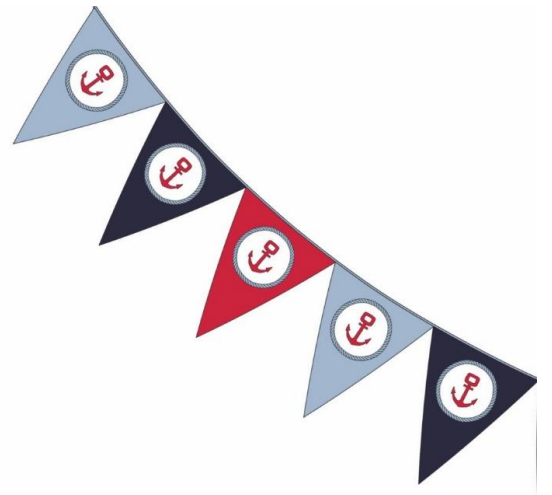




MERIDIAN COMMUNITY
PRIMARY SCHOOL
AND NURSERY

Learning for Life



Home-school communication policy

Approved by:	Governing Body	Date: January 2024
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Last reviewed on:	January 2024
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Next review due by:	January 2026
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1. Introduction, aims and objectives

To ensure Meridian is a thriving and successful school we must communicate effectively with each other, with our pupils, with their parents/carers and with other members of the wider community. Having clear, open communication between the school and parents/carers will have 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

Aims

- 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

Objectives

- Keep staff, pupils, parents, governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English and be easily understood by all.
- Be actioned within a reasonable time.
- Use the methods of communication most effective and appropriate to the context, message and audience.
- Take account of relevant school policies and procedures.
- Be compatible with our core values and vision

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 within 5 school days.

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
- Encouraging their children to share concerns or worries with an adult in school.
- Attend meetings when invited by the school e.g. Parent/Carer Evenings

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 school hours or during school holidays.

Please also see our Parent Code of Conduct.

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 School Jotter App

We use the free app School Jotter 2 for communicating the following information:

- All newsletters, letters and notifications with important updates regarding the day to day running of the school
- Upcoming school events
- Scheduled or emergency school closures
- School surveys
- Class activities or teacher requests
- Invitations to parents' evening, performances, themed days
- Letters about trips and visits
- Consent forms



3.2 Parent Pay

We will use ParentPay as a method for taking payments and voluntary contributions for things such as school visits and trips. The school send out instructions to new users on how to setup a ParentPay account. Parents will also be made aware when payments are required via letters and notifications on the app.



3.3 School calendar

Our school website and app includes a full 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). Any such event will be included in the school calendar.

3.4 Phone calls & emails

We use phone calls and emails to share important information with parents that is personal to their child(ren). In line with our Safeguarding and Attendance policy we also use phone calls and emails to identify the reasons for any unknown absence and provide support where necessary.

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
- Progress reports shared at the autumn and spring parent/carer evenings
- A report on EYFS, year 1 phonic and KS2 SATs statutory assessments

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 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. Unless there is a legal reason why parents cannot attend together we are not able to offer double appointments for the same child.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, wellbeing or behaviour.

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 extra curricular activities

Parents should check the website before contacting the school.

3.8 School gates

At the start of the day our leadership and pastoral team are on the front and back gates to meet and greet families and are available to respond to any comments or queries where appropriate.

3.9 Parent Forum

These are a formal opportunity to meet with the leadership team and hear about policy and practise applicable to daily school life. These events are during the school day and advertised on the school calendar and in our newsletters.

3.10 Parent Coffee Mornings

Our pastoral team run these informal meetings take place after drop off and run every half term. They are an opportunity for a chat with the school team in a relaxed setting.

4. How parents and carers can communicate with the school

4.1 Emails & Phone calls

When parents want to contact the school they should always speak with the child's teacher in the first instance. This can be via emailing the school office, emailing the child's year group or phoning the school office.

We aim to respond to all emails within 5 school days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 school days.

If a query or concern is urgent, and parents need a response sooner than this, they should call or email the school office.

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 5 school 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 or email the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

School office number 01273 584212

School office email address office@meridian.e-sussex.sch.uk

4.2 Meetings

If parents would like to schedule a meeting with a member of staff (including the SENCO and pastoral team), they should email the appropriate email address or call the school to book an appointment.

We try to schedule all meetings within five school 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

Non-attendance of these meetings unless for exceptional circumstances (e.g. medical emergency) is not acceptable.

5. Inclusion

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

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 three 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
- Attendance policy
- Behaviour policy
- Safeguarding policy

Appendix 1: school contact list

Who should I contact?

In the first instance, please ask to speak with your child's class teacher. You can make a telephone appointment to speak to them after school or e-mail the year group e-mail address. This is the most useful way to communicate your concerns as the class teacher/s know your child the best and so will be able to answer any questions and support you and your child through any issues you may have. Next, if you are not satisfied you can make an appointment to speak with the Phase Leader (see our website for more information about who they are). After this stage you are welcome to make an appointment to speak with Ms Westcott. If she is unavailable, then please speak with Mr Doody (Deputy Headteacher). You can also meet with Mrs. Newth (Assistant Headteacher), Mr. Barcock (Assistant Headteacher) or Miss. Young (Assistant Headteacher) if Mr Doody is unavailable. Finally, if you still wish to take the matter further you can put your concerns in writing or e-mail to the Chair of Governors and hand/send it to the school office who will forward this on.

If you are contacting a teacher please be aware that we are teaching from 8.35am until 3.15pm and we often have meetings and other commitments arranged from 3.15pm onwards. Our staff meetings are on Tuesdays or Thursdays every week until 5pm. Therefore, it is important that you know that we may not access this email address every day. We will respond to your email within 5 school days.

Nursery – yearN@meridian.e-sussex.sch.uk

Reception – yearR@meridian.e-sussex.sch.uk

Year 1 – year1@meridian.e-sussex.sch.uk

Year 2 – year2@meridian.e-sussex.sch.uk

Year 3 – year3@meridian.e-sussex.sch.uk

Year 4 – year4@meridian.e-sussex.sch.uk

Year 5 – year5@meridian.e-sussex.sch.uk

Year6 – year6@meridian.e-sussex.sch.uk

SENCO – senco@meridian.e-sussex.sch.uk

Unreasonable or persistent communication

Whilst we reassure our families that we treat all incidents and matters relating to their child seriously we are not able to promise that we will re-investigate a matter which has been resolved just because a parent requests us to. *See Parent Code of Conduct for when the school believes a parent is making unreasonable demands.*

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found in the policies section of our website (<https://www.meridianschool.co.uk/about-us/policies>).