



CAISTOR GRAMMAR SCHOOL HOME-SCHOOL COMMUNICATION POLICY

Approved by Full Board of Trustees:

December 2022

Last reviewed:

December 2022

Signed:

Lucy Jackson

Chair of Trustees

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on students' 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 (8.50am – 3.45pm) 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 (8.50am – 3.45pm) 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 Email/ParentMail

We use email/ParentMail to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures
- School surveys or consultations
- Group activities or teacher requests
- Payments

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)

3.3 School calendar

Our school website includes a full school calendar for the three school terms.

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 students to bring in special items or materials).

Any such event will be included in the Headteacher's newsletter and on the school calendar.

3.4 Phone calls

You can phone us between 8.30am and 4pm Monday to Friday.

We will answer all calls promptly, where you will be given some options. If we are unavailable, you will be asked to leave a message and we will endeavour to get back to you as soon as possible.

If we cannot deal with your enquiry immediately, we will give you the name of the person the enquiry will be passed to, and they will reply as soon as possible.

We will ask you to tell us a good time to ring you back.

We will reply to phone messages within two working school days.
We will treat all callers with respect and dignity; we expect the same in return from callers.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Headteacher's weekly newsletter

3.6 Homework books/school planners

Student diary planners can be used by parents to write a note to teachers. Please tell your child so that they can draw their Form Tutor's attention to the note. We will acknowledge your note and reply either through the Diary Planner, telephone, or e-mail as soon as possible and our aim is to reply within two working days.

Teachers may also use the diary planner to send a note to parents, to issue merits and detentions. We ask that you check the diary planner regularly.

3.7 Assessments/Reports

- Parents receive assessments/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
- A progress reports
- KS3 a Standards Assessment
- KS4 & 5 Exam Card

We also arrange annual 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 one formal parents' evening(s) per 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.

We also host annual information evenings for parents of Year 7, Year 10, Year 11, and Year 12.

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 students with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.9 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

Parents should check the website before contacting the school.

3.10 Home-school communications app

The school uses ParentMail, which is hosted by the IRIS app. This is used to send information such as newsletters, trip letters, payment information and to gather consent when necessary.

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 Email

Parents should always email the school (enquiries@caistorgrammar.com), or the appropriate member of staff, about non-urgent issues in the first instance.

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 parents need a response sooner than this, they should call the school.

4.2 Phone calls

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 two working 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 two working days of your request.

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.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1) or call the school to book an appointment.

We try to schedule all meetings within 5 working 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

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 support e.g., information can be translated into additional languages and/or Interpreters can be sought 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 board of trustees.

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
- Home-school agreement
- Staff wellbeing

Appendix 1: school contact list

Who should I contact?

In most cases we expect you to contact your child's Form Tutor.

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

- Email enquiries@caistorgrammar.com
- Include your child's full name and form group in the subject line

We try to respond to all emails within two working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's form tutor or subject teacher
My child's wellbeing/pastoral support	Head of Section Lower School (Year 7) Miss Turner Middle School (Year 8&9) Mr Wood Upper School (Year10&11) Mr Davey Sixth Form (Year 12) Mr Hay (Year 13) Mr Terry McTernan
Payments	finance@caistorgrammar.com
School trips	enquiries@caistorgrammar.com
Uniform/lost and found	enquiries@caistorgrammar.com
Attendance and absence requests	If you need to report your child's absence, call: 01472 851250 If you want to request approval for term-time

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	absence, please submit and online absence request form from the school website.
School events/the school calendar	enquiries@caistorgrammar.com
Special educational needs (SEN)	enquiries@caistorgrammar.com
Hiring the school premises	enquiries@caistorgrammar.com
Friends of Caistor Grammar School	enquiries@caistorgrammar.com
Board of Trustees	enquiries@caistorgrammar.com
Catering/meals	enquiries@caistorgrammar.com

Complaints

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