



St Augustine's CE High School

Home School Communication Policy

We are committed to fostering strong and supportive partnerships between parents, caregivers, and the school community to ensure the academic success and well-being of every student. By promoting open, timely and respectful communication, we aim to create an environment where families are actively engaged in their children's learning journey. Our approach reflects our belief that effective communication is essential for building trust, addressing concerns and supporting the holistic development of students.

| | | |
|----------------------------|----------------|---------------------------|
| Approved by: | Governing Body | Date: January 2025 |
| Last reviewed on: | January 2023 | |
| Next review due by: | January 2027 | |

St Augustine's Federated Schools have consciously considered how this policy may affect people who share protected characteristics and have due regard for those whose identity is protected under the Equality Act 2010.



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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 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

2. Roles and responsibilities

2.1 Head of High School)

The Head of High School is responsible for:

- Monitoring the implementation of this policy
- Regularly reviewing this policy

Deputy Headteacher

The Deputy Headteacher with oversight of home/school communication is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Checking that all general written communication between home/school is professionally drafted and accurate
- Ensure that all individual written communication between home/school is professionally drafted and accurate
- Checking that all presented digital/non digital information shared between home/school is professionally drafted, up to date and accurate.

2.2 Staff

All staff are responsible for:

- Responding to communication from parents/carers 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/carers 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 08:30-16:30 hrs, or their working hours (if they work part-time). In line with



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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/carers

Parents/carers 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/Carer, Visitor Code of Conduct

Parents/carers should **not** expect staff to respond to their communication outside of core school hours 08.30am-4.30pm, weekends or during school holidays.

3. How we communicate with parents/carers

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school.

Parents/carers 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 to keep parents/carers 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 website includes a full school calendar for the full school year. This is regularly updated to reflect any changes,

Where possible, we try to give parents/carers 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 school calendar when known in advance.

3.3 Phone calls

Our school actively encourages staff to call parents/carers regularly to discuss students' performance (both positive and areas for development), as well as for relaying or gathering any important information.

3.4 Letters



We send the following letters home regularly:

- Letters about trips and visits
- Parent/Carer evenings
- Consent forms
- End of term letter

3.5 Homework on Teams/Online Platforms

The school uses MS Teams and a range of other online learning platforms to set homework for all students. Students are able to logon at home and parent/carers should support their child's studies by regularly checking for assignments set by their teachers. Additionally, an MS Teams report is emailed to parent/carers at the close of each week. All HW set on MS Teams assignments for their child is listed on this report.

3.6 Reports

Parents/carers 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 each term
- 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/carers can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold 7 parent/carers' evening(s) per year (Y7x1, Y8x1, Y9x1, Y10x1, Y11x2, Y12 & Y13x1). During these meetings, parents/carers 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/carers to arrange ad-hoc meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents/carers 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.

3.8 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Letters that have been sent to Parent/Carers
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents/carers should check the website before contacting the school.



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4. How parents/carers can communicate with the school

Parents/carers 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/carers 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 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

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

4.2 Phone calls

If parents/carers need to speak to a specific member of staff about a **non-urgent** matter, they should contact the school office and the relevant member of staff will contact them within 2 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/carers have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents/carers should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For all general enquiries, please call the school office.

4.3 Meetings

If parents/carers 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/carers 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.

Parents/carers 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.



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6. Monitoring and review

The Head of School monitors the implementation of this policy and will review the policy every 2 years.
The policy will be approved by the Governing Body.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent/Carer & Visitor code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing



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Appendix I: 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 or send email to: mail@stahigh.org
- Include your child's full name in the subject line

We try to respond to all emails within 2 days

- Please note school office hours are: 8.00am-5.00pm

| I HAVE A QUESTION ABOUT... | WHO YOU NEED TO TALK TO |
|---|--|
| My child's learning/class activities/lessons/homework | Your child's subject teacher |
| My child's wellbeing/pastoral support | Your child's tutor, their director of learning or their pastoral year coordinator |
| Payments | School office |
| School trips | School office/Trip organiser |
| Uniform/lost and found | School office |
| Attendance and absence requests | If you need to report your child's absence, call: 020 7328 3434 (then dial 1) If you want to request approval for term-time absence, contact your child's director learning or pastoral year coordinator |
| Bullying and behavior | Contact your child's tutor, director of learning or their pastoral year coordinator |
| School events/the school calendar | School office |
| Special educational needs (SEN) | School office/SENCO |
| Before and after-school clubs | School office/Your child's tutor, director of learning or their pastoral year coordinator |
| Hiring the school premises | School office |



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| I HAVE A QUESTION ABOUT... | WHO YOU NEED TO TALK TO |
|----------------------------|-------------------------|
| Governing Body | School office |
| Catering/meals | School office |

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Parents' and Carers' Concerns and Complaints Policy.



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