



The Federated Governing Body minutes of Holy Name Catholic Primary School and Our Lady and St Philomena's Catholic Primary School reflect that this policy was last reviewed on 21 January 2022.

### **Mission Statement**

Holy Name is a Catholic Community working in partnership with parents/carers/carers to nurture and educate the whole person, in the way of Christ, enabling all to know their worth and reach their potential.

## 1. Introduction and Aims

We believe that clear, open communication between the school and parents/carers/carers has a positive impact on pupils' learning because it:

- Gives parents/carers/carers the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/carers/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/carers
- Setting clear standards for responding to communication from parents/carers/carers
- Helping parents/carers/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 Executive Head Teacher/Head of School

The Executive Head Teacher/Head of School is responsible for:

- Ensuring that communications with parents/carers/cares are effective, timely and appropriate
- Regularly reviewing this policy

### 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 are not required to respond to communications outside of school hours 9.00 am.to 4.00 pm, or their working hours (if they work part-time), at the weekend or during school holidays.**



### **2.3 Parents/carers/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 code of conduct. **This includes derogatory comments on all social media.** If parents/carers have any comments or concerns, they should approach school. This policy can be found on the school's website.

### **3. How we communicate with parents/carers and 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 Dojo**

We use Dojo, email, text and What's App 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
- Reminders

Parents/carers should be mindful that other parents/carers could see what they are posting on Dojo unless it is a direct message. Please note, we expect this method of communication to be between school and parents/carers. Please do not post any messages from staff on social media.

#### **3.2 Dojo, What's App and Text Messages**

We will Dojo, What's App and text parents/carers about:

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

#### **3.3 School calendar**

Our school website and newsletter includes a full school calendar for the month/half-term/term/year. During COVID-19 we have suspended the annual calendar as parents/carers cannot be invited into school.



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 pupils to bring in special items or materials).

Any such event will be included in the school calendar.

### **3.4 Phone calls**

When school needs to contact parents/carers it will be regarding their child's welfare or health. Therefore we ask parents/carers to ensure that the school has the up to date contact details.

A member of staff from school may call parents/carers about a child's performance (both positive and negative).

The Admin Officer may contact parents/carers to remind them about arrears of dinner money or Archdiocesan Levy.

### **3.5 Letters**

We consider the environment and send letters electronically regarding:

- Letters about trips and visits
- Consent forms
- Our monthly newsletter

We will send out paper copies on request or if outside agencies (such as school health) provide letters for parents/carers.

### **3.6 Reports**

Parents/carers receive reports from the school about their child's learning, including:

- An end-of-year report (Annual Written Report) covering their achievement in each part of the curriculum, how well they are progressing, their attitude, behaviour and attendance.
- Termly progress reports (sent electronically during COVID-19)
- A report on KS1 and KS2 SATs tests
- A report on the results of public examinations

We also arrange regular meetings where parents/carers can speak to their child's teacher(s) about their achievement and progress.

### **3.7 Meetings**

We hold one parents/carers' evening in the Autumn and Spring terms. 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 meetings between parents/carers' evenings if there are concerns about a child's achievement, progress, wellbeing or behaviour.

Parents/carers of pupils with special educational needs (SEND), 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
- 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.

## 4. How Parents/carers 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/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 24 hours, and to respond in full (or arrange a meeting or phone call if appropriate) within 1 working day, subject to staff availability due to attendance at meetings.

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 1 working day.

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 1 day of your request. If it is anticipated to be longer than 1 day, this will be explained.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
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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 or call the school to book an appointment.

We try to schedule all meetings within 2 working days of the request.



Teachers are not always available at the beginning or end of the school day as they are busy welcoming their class. If you need to speak to them urgently, we recommend you book an appointment 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 the following languages:

- English
- Other formats on request

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.

### 6. Monitoring and Review

The Executive Head Teacher monitors the implementation of this policy and will review the policy every year.

The policy will be approved by the Federated Governing Body.

### 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?

##### **Option 1:**

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 school office: [admin-ao@holyname.liverpool.sch.uk](mailto:admin-ao@holyname.liverpool.sch.uk)
- Call the school: 0151 525 3545
- Put the subject and the name of the relevant member of staff
- We will forward your request on to the relevant member of staff

**Please remember:** check our website first, much of the information you need is posted there.

We try to respond to all emails within 1 working day.

##### **Option 2:**

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 school
- Include your child's full name and class
- Office hours are 8.30 a.m. to 4.00 p.m.

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	School office FAO Class Teacher
Payments	School office FAO Admin Officer
School trips	School office FAO Class Teacher
Uniform/ lost and found	School office FAO Class Teacher



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Attendance and absence requests	If you need to report your child's absence please notify the Admin Office If you want to request approval for term-time absence, the form is available from the Admin Office.
Bullying and behaviour	School office FAO Class Teacher or EHT/HoS
School events/the school calendar	School office Newsletters are posted on the School Website and Dojo.
Special educational needs	School office FAO SENDCo
Before and after-school clubs	School office
Hiring the school premises	School office
The Federated Governing Body	School office FAO Chair of Governors Information posted on School Website
Catering/meals	School office

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy and Procedures, which is posted on the School Website.