Laughton CP and Firle CEP

Home School Communication Policy

July 2026

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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 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 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 Executive Headteacher

The Executive 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 the weekdays between 8:15 a.m and 4p.m or their working days (if they work part-time). In line with promoting staff wellbeing and helping our staff find a

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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.

Please also see relevant links in our ICT and internet acceptable use policy on our website

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
- Responding 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 or during school holidays.

Please refer to our parent code of conduct on our 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 Email

We use email 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 includes a full school calendar and regular updates are given through the fortnightly newsletter.

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.

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3.3 Phone calls

The school may call parents or carers for a range of reasons including notifying them if they are unwell, checking information e.t.c.

Staff may call parents to discuss pupils' behaviour and or performance (both positive and negative), if they are unable to see them at the end or beginning of a school day.

3.4 Letters

We send the following letters home regularly:

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

3.5 Home learning books

Home learning books and reading diaries may contain messages home and parents and carers can use these for communication (anything urgent should be sent directly to the school office).

3.6 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
- A report on KS2 SATs tests, Year 1 Phonics and Multiplication Check in Year 4

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold 2 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.

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 pupils with special educational needs (SEN), or who have other additional needs will also be asked to attend termly meetings to address these additional needs with their child's class teacher.

3.8 School website

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

- School times and term dates
- Important events and announcements

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- 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

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 office to direct to the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 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 3 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 2 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

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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

Parents 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 headteacher monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing board.

7. Links with other policies

This 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
- Social media Appendix 1: 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 or call the school office on laughtonoffice@oaktreefederaation.co.uk tel 01323 811306

firleoffice@oaktreefederation.co.uk tel 01273 858260

- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

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

We try to respond to all emails within 3 working days.

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I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher - contact via the school office or in person
My child's wellbeing/pastoral support	Your child's class teacher - contact via the school office or in person
Payments	School office hours (8:30am-3:30pm)
School trips	School office hours (8:30am-3:30pm)
Uniform/lost and found	School office hours (8:30am-3:30pm)
Attendance	If you need to report your child's absence, call: Firle 01273 858260 or Laughton 01323 811306
Bullying and behaviour	School office to direct to the appropriate person
School events/the school calendar	School office hours (8:30am-3:30pm)
Special educational needs (SEN)	School office to direct to the SENCO
Before and after-school clubs	School office hours (8:30am-3:30pm)
Hiring the school premises	School office hours (8:30am-3:30pm)
PTA	School office to direct to Friends of Firle or Friends of Laughton
Governing board	Clerk g.collins@oaktreefederation.co.uk
Catering/meals	School office to direct to Chartwells

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on our school website.

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