

# ACES Academies Trust / Cromwell Academy



## Home-school Communication Policy

<b>Approved by:</b>	Headteacher and Governors	<b>Date:</b> September 2025
<b>Last reviewed on:</b>	September 2025	
<b>Next review due by:</b>	September 2028	

## Contents

1. Introduction and aims.....	2
2. Roles and responsibilities .....	2
3. How we communicate with parents and carers .....	3
4. How parents and carers can communicate with the school.....	4
5. Accessibility.....	5
6. Monitoring and review .....	6
7. Links with other policies .....	6
Appendix 1: school contact list .....	7

## 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 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 (8.45am – 3.15pm), 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.

Please see our Acceptable Use policy available on our school 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 (8.30am – 3.15pm), or during school holidays.

Please see our parent code of conduct available on the school 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 Arbor, Email & Class Dojo

We use these 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 for the year.

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.

#### 3.3 Phone calls

There will be occasions when parents call staff to discuss an issue. Staff may also call parents to do the same. When the focus of the phone call has been to discuss an issue, staff will make notes in Arbor to explain:

- Who they spoke to
- the reason for the call
- the outcome of the conversation

The purpose for completing these records is to ensure that we have a chronology should similar issues arise again. At the end of the phone call the member of staff will make the parent aware that notes will be made in line with this policy.

#### 3.4 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our half termly newsletter

### 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
- A report on Key Stage (KS) 1 and KS2 SATs tests

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 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) will attend meetings in line with their child's support, e.g. APDR meetings or annual reviews.

### 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 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 or message on Class Dojo, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails or messages 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 3 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. Accessibility**

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

### **5.1 Parents with additional communication needs**

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

### **5.2 Parents with English as an additional language (EAL)**

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 headteacher monitors the implementation of this policy and will review the policy every 3 years.

The policy will be approved by the governing board.

## **7. Links with other policies**

The policy should be read alongside our policies on:

- 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?

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 [communication@cra.acesmat.uk](mailto:communication@cra.acesmat.uk) 01480 437830
- 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 days.

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	Your child's class teacher/Family Welfare Advisor
Payments	School office
School trips	School office
Uniform/lost and found	School office/Class Teacher
Attendance and absence requests	If you need to report your child's absence, call: 01480 437830 before 9.00am. If you want to request approval for term-time absence, contact the school office to request a form.
Bullying and behaviour	Your child's class teacher
School events/the school calendar	School office
Special educational needs (SEN)	<a href="mailto:communication@cra.acesmat.uk">communication@cra.acesmat.uk</a>
Before and after-school clubs	<a href="mailto:kidsclub@cra.acesmat.uk">kidsclub@cra.acesmat.uk</a>
Hiring the school premises	School office
CAF	School office
Governing board	School office
Catering/meals	School office

**Complaints**

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