



Home-school communication policy

Bishop Chavasse CE Primary School

Approval Arrangements

All statutory policies in the Trust are ultimately the responsibility of the Trust Board. To enable it to discharge this responsibility appropriately and in collaboration with the constituent schools, the Trust Board will:

1. set a full Trust wide policy,
2. set a 'policy principles' document (a framework within which Headteachers develop a full and appropriately customised policy),
3. or delegate to Headteachers or LGBs the power to develop their own policy.

This is a Level 3 Policy against the Trust Governance Plan. Approved by local committee.

Approved: November 2025
Next review: November 2027
Review Period: 2 years

This policy was approved by the LGB for implementation on the date above and supersedes any previous communication policy.

Rationale

It is the aim of Bishop Chavasse Primary School that every member of the school community feels valued and respected, and that each person is treated equitably and well. We are a caring, Christian community; our values are built on mutual trust, good relationships and respect for all. The school behaviour policy is therefore designed to support the way in which all members of the school can live and work together in a supportive way. an environment where everyone feels happy, safe and secure, living out our school vision.

School vision

“The rain came down, the streams rose, and the winds blew and beat against that house; yet it did not fall, because it had its foundation on the rock.” (Matthew 7:25)

Bishop Chavasse Church of England School Policies are all underpinned by our school parable ‘The Wise and the Foolish Builder.’

Jesus is at the heart of Christianity. As a church school we believe that, like the wise man, those who are guided by the word of God in the Bible and trust in him will become wise, compassionate and honest; be empowered to weather all storms, help one another flourish and make a difference in the world.

Bishop Chavasse School knows and values every wonderfully and uniquely created child and adult. Supported by faith, we establish firm foundations for our children to become resilient, curious, confident, community minded courageous advocates who flourish and thrive. We build on and support the development of the whole person in a safe, happy Christian environment. We inspire everyone to *fulfil their potential through our high expectations and a broad, creative and inspirational curriculum; rich in opportunity to develop culture capital*, have fun and partake in adventures. Everyone will develop an everlasting love of learning. Our dedicated, passionate staff, supported by parents, Governors and the Tenax Schools Trust are committed to nurturing our community to *achieve excellence together in an environment where everyone is wise, trustworthy and compassionate*. Pupils will make everlasting friendships and exciting life-long memories.

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; and
- 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; and
- 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 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; and
- 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 Acceptable Use Policy; and
- 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 of 8.30am and 3.30pm (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;

- Responding to communications from the school (such as requests for meetings) in a timely manner; and
- Checking all communications from the school.

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. 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 to 3.30pm or during weekends or school holidays. Parents should be mindful that the teaching day is very busy and most staff do not see emails during the working day.

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:

- Upcoming school events, trips and visits (with consent forms);
- Our weekly newsletter;
- Scheduled school closures (for example, for staff training days);
- School surveys or consultations; and
- Class activities or teacher requests.

Emails are sent via Arbor, our school communication system, unless a parent requests a paper copy. In this instance, paper copies will be made available at the school office and the parent should collect their copy.

3.2 School calendar and Newsletter

Our school website and weekly communicated newsletter includes a full school calendar for the term.

Where possible, we try to give parents at least two 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 via the newsletter and email for selected events. In the event a special occasion or opportunity comes our way and we want pupils to be involved, and the notice period is less than two weeks, we will inform affected parents via email.

3.3 Class Representatives and Whatsapp

Each class has a volunteer [class representative](#). The class reps send out reminders via Whatsapp about events coming up in the week ahead, any class or Year group news, and PTA communications. In the event of a short notice event, such as road closures or school closure (for example, due to [severe weather](#)), they provide a fast channel of communication to alert the parent community. They can also pass on questions from parents in their group to the school office or teacher. Parents who would like to join their class Whatsapp group should contact the school office.

3.4 Phone calls

The office is open from 8.15am to 4pm daily. The office team answer calls and queries and endeavour to share the information you need at the time. Where you would like to speak to a class teacher, a message will be passed on to them, and they will call you at their earliest convenience, but it will be after the school day has ended, and within two working days.

The office team work hard, and will not tolerate aggressive or abusive phone calls. In the event your call is abusive or threatening, the office member will terminate the phone call and report it to the Headteacher.

3.7 Reports

Parents receive the following reports from the school about their child's learning:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.
- The end of year report will include Phonics Screening Check results, Multiplication check results and KS2 SATs tests for pupils in the relevant year groups.

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

3.8 Meetings

We hold face-to-face Parent Consultations in the Autumn and Spring terms. 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 Parent Consultations 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, may also be asked to attend further meetings to address these additional needs.

Where parents are separated, in line with our [separated parents' policy](#), it is expected both parents attend the meeting together. We understand, that for many reasons, this may not be possible, and in these cases, parents will be expected to contact the class teacher via an email to the office requesting a phone consultation or an alternative date to meet at the teacher's convenience. This may not happen in the same week as Parent Consultations.

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;
- Contact information;
- Information about before and after-school provision; and

- Class and year group updates on homework, important notices, weekly news and links to support for learning.

Parents should check the website before contacting the school.

3.10 Arbor

Arbor is the information management system which the school uses to send out emails, reminders and the weekly newsletter.

Parents can use Arbor to book and pay for Breakfast Club and many of our [after school clubs](#), pay for school dinners, and give consent and make payments for trips.

Arbor is not able to send or receive individual messages for individual staff or parents.

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 and write the name of the staff member for whom the correspondence is intended. For example, if you are writing to Mrs Hood, please title your email FAO Mrs Hood. The office staff will forward your email on. To ensure the wellbeing of our staff team, and to support with workload, staff may not be emailed directly.

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.

Where you are contacting the school because a pupil is at risk of imminent harm, and it is in the school term, the DSL email address (dsl@bishopchavasseschool.org.uk) can be used within school hours. For urgent safeguarding incidents outside of school hours, the emergency services should be called.

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:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office between 8.15am and 4pm.

During school holidays the email inbox is not monitored and phones will not be manned.

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 five 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 whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats on request;
- All communications are written as clearly and concisely as possible;
- Staff 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, or sign language interpreters for meetings.

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

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 three years.

The policy will be approved by the local governing board.

7. Links with other policies

The policy should be read alongside the following [policies available on the school website](#):

- Acceptable use

- Parent code of conduct
- Separated parents
- Staff code of conduct
- Complaints
- Home-school agreement
- Child Protection and Safeguarding policy

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 office@bishopchavasseschool.org.uk or call the school office on 01732 676 040. The office is open between 8.15am and 4pm on school days.
- Put the subject and the name of the relevant member of staff in the subject line (for emails).
- The office will forward your request on to the relevant member of staff

Remember: check our website or consult your class representative first.

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 class teacher in the first instance. This may be progressed to the phase leader if needed. Please email the office and your communication will be emailed accordingly. Your class representative may be able to help.
My child's wellbeing/pastoral support	Class teacher/phase lead/behaviour and learning mentor/SEND/CO/Headteacher.
Payments	School office/School business manager
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, please email absence@bishopchavasseschool.org.uk in line with our attendance policy. If you want to request approval for term-time absence, please complete the request for absence form downloadable from the website and email it to the absence email above. The Headteacher will then acknowledge it and the outcome will be sent back to you by email.
Bullying and behaviour	Class teacher/phase lead/behaviour and learning mentor/Headteacher

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
School events/the school calendar	School office
Special educational needs (SEN)	SENDCO. Please email direct to sendco@bishopchavasseschool.org.uk
Before and after-school clubs	School office
Hiring the school premises	School business manager ley@bishopchavasseschool.org.uk
PTA	PTA@bishopchavasseschool.org.uk
Governing board	lgb@bishopchavasseschool.org.uk

Complaints

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