Home School Communication Policy

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

- Supports parents/ cares to communicate with their child about what they have done in school
- 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

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

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).
- Ensuring that all communications are treated as confidential within the school context.
- Ensuring that all communications are dealt with respectfully and with courtesy.

Staff will **aim** to respond to communication within 48 hours of receiving communications during core school hours 8.40am-3.40pm Monday to Friday, 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.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Refer to the communication flowchart included in this policy to ensure communications are sent to the right person/people.
- Read the key communication issued by the school through ParentPay app, including the weekly newsletter, messages sent and letters. This is managed by the school admin team. If you are unable to access this, please notify the school so an alternative can be found.
- 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 not be tolerated

Parents should allow up to 48 (working) hours for staff members to respond. They should **not** expect staff to respond to their communication outside of core school hours, or their working hours if they are part time, or during school holidays.

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.

ParentPay emails

We use ParentPay emails to keep parents informed about the following things:

- Upcoming school events via our weekly newsletter
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Consent forms/permissions

If parents are unable to connect to ParentPay emails paper copies can be used as the next form of communication.

Evidence for Learning for Families (EFL) App

The EFL App is our main communication method from the class teacher/ class team to and from parents. This will enable parents to receive and send photos and messages of their child.
We use the EFL app to keep parent/carers informed of the following:

- Termly curriculum overview- what your child will be learning this term
- Weekly homework expectations
- As required any behaviour incidents, accidents or medical needs.
- Social Communication Classes- daily picture or message for each child
- Formal Classes- daily picture or message updates for the class and weekly individual updates

We encourage parents to use EFL or emails to:

- Communicate any home updates
- Ask any questions or seek guidance from the class team
- Send in completed homework/ comments on their learning

Any behaviour incidents, medical needs or key messages will be sent via email to the primary contact. Parents may communicate to staff by replying to updates on EFL for Families app or via email. We do ask that parents email the class team (e.g. duckclass@ravenswoodonline.org.uk) to ensure that messages are relayed to all relevant staff. Accident forms will arrive via our Behaviour Watch system's automatic emails.

School calendar

Our weekly newsletter includes a full school calendar for the half-term/term.
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 newsletter.

Phone calls

Whilst email is preferable, telephone calls are one appropriate way to notify us that your child will be absent from school. This can also be done through the school answer phone option
Please telephone us to communicate brief information about your child that the school needs to know in an emergency, e.g., to let us know that you will be late collecting your child. We ask parents to telephone the school on 01275 854134 The school office is open between 8.00am and 4.00pm, Monday - Friday during term-time. At all other times there is an answering service available to take

your message. If the call requires a response, we aim to do this within 3 working days during term-time.

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 KS1 and KS2 SATs tests
- Learning targets twice a year

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

Meetings

We hold two parents' evening(s) per year. During these telephone consultations, 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.
We hold at least twice per year, parent tea and coffee afternoons where parents can come in and see pupil's work and meet the class team.
The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

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.

Email

Parents should always email the school, class team or the appropriate member of staff, about non-urgent issues in the first instance. Please see communication flowchart (appendix 1) included in this policy to know which email address to use.
We aim to acknowledge all emails/messages within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within two working days.
If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

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 five 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.

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 ten 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. 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 headteacher monitors the implementation of this policy and will review the policy every three years.
The policy will be approved by the governing board.

7. LINKS WITH OTHER POLICIES

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Family Handbook
- Staff handbook
- Complaints policy
- 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:

- Consult the communication flow chart
- Email the most appropriate address from the list below
- Include your child's full name in the subject line

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

Parent Communication Flow Chart

- We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

<table>
<tr><th>Learning Concerns</th><th>Pastoral/ behavioural Concerns</th><th>Concern relating to particular learning or physical needs</th><th>Concerns relating to medical needs</th><th>Issues relating to staff or safeguarding concerns</th><th>Concerns & Queries relating to school administration</th></tr>
<tr><td rowspan="5">Please raise your concern with your child's class teacher in the first instance.
↓</td><td>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</td><td>Where a concern is related to their EHCP needs or annual review
↓</td><td rowspan="3">Please discuss with our Healthcare Assistant in the first instance.</td><td>Please contact the Headteacher for any staff concerns.

Pupil concerns email safeguarding@ravenswoodonline.org.uk</td><td rowspan="5">Please ring the School Office on 01275 854134 or email info@ravenswoodonline.org.uk</td></tr>
<tr><td>↓
Please raise your concern with your child's class teacher.
↓</td><td>Please raise your concern with your child's class teacher in the first instance.
↓</td><td rowspan="4">↓</td></tr>
<tr><td>If you feel that the class teacher is unable to help for pastoral concerns, please contact our Pupil and Family Support Worker

The Family Support Worker works with all of the children for behavioural and pastoral support.
↓</td><td rowspan="3">if you remain concerned please contact our Assistant Headteacher/ SENCo</td><td rowspan="3">if you remain concerned, please contact our Assistant headteacher/ SENCo</td></tr>
<tr><td colspan="2">If you remain concerned following the steps above contact your child's Head of Department
↓</td></tr>
<tr><td>Please contact our Deputy Headteacher: if you remain concerned after following the steps above.</td><td>Please contact our Deputy Head (Primary/ Post 16) or SENCo (secondary) if you remain concerned after following the steps above.</td></tr>
</table>

Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the teacher directly via EFL app or email.
If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.

- Our Chair of Governors, is also here to support when a parent has a concern or complaint. He can be contacted through the school office.
- Our full school complaints policy can be found on our website or a hard copy can be obtained from the school office.

Useful email addresses

Parents should consult this list to use the correct email address for staff members. If this email address is not listed please use main school office email and include staff members name in the email subject. This will then be forwarded to the right person or team.

STAFF MEMBER	EMAIL ADDRESS
School Office	Info@ravenswoodonline.org.uk
Mark Senior (Headteacher)	Msenior@ravenswoodonline.org.uk
Katie Barnes (Deputy Headteacher)	Kbarnes@ravenswoodonline.org.uk
Cheri Frost (Assistant Head/SENCo)	Cfrost@ravenswoodonline.org.uk
Becky Mitchell (Assistant Head)	Rmitchell@ravenswoodonline.org.uk
Heads of Department Rebecca Rubidge (Primary) Meghan Short (Secondary) Rhiannon Marsh (Post 16)	Primary Rrubidge@ravenswoodonline.org.uk Secondary Mshort@ravenswoodonline.org.uk Post 16 Rmarsh@ravenswoodonline.org.uk
Safeguarding	Safeguarding@ravenswoodonline.rg.uk

Complaints

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