



Home-school communication policy

Approved by the Full Governing Body as follows;	
FGB Meeting Date:	09/06/25
Signed by;	
Chair of Governors: Paul Dale	
Headteacher: Hannah Pallot	

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1. Introduction and aims

Mylor Bridge CP School recognises the importance of clear and effective communication between home and school. The school is committed to ensuring an open and accessible ethos where parents are well informed of routines, of any changes to the norm that may affect their child and where they also have a clear understanding of their child's progress and how they can help with further support at home. The school sees communication as a two-way process where a strong partnership between home and school is vital in the development of a safe and happy learning experience for a child. 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 (8:30am 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
- 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.

2.4 Governors

Governors are responsible for:

- Reviewing and approving this policy

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.

Communication between staff and parents should only be carried out through the official channels detailed in this policy.

3.1 Email

We use email to keep parents informed about the following things:

- Communications regarding meetings with parents outside the usual scheduled Parental Consultation meetings.

3.2 Home-School Communication App - ClassDojo

We will use Class Dojo to communicate the following things:

- Weekly Newsletters
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Notification of head-bumps during the school day
- To celebrate class or individual events and achievements

3.3 School calendar

Our School Website and Newsletters includes a full school calendar for the School Year.

Key events will also be added to the ClassDojo Calendar.

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. Due to circumstances beyond our control, dates may be subject to change as short notice.

3.4 Phone calls

School staff may phone calls to discuss your child's behaviour and to celebrate successes. Phone calls may be made to communicate information about head-bumps or other injuries. Staff may phone parents to clarify information regarding collections or attendance.

3.5 Letters

The following information will be communicated in letter via satchel post:

- Letters about trips and visits that require specific consent beyond the general annual consent form
- Consent forms
- Responses to Leave of Absence Request forms
- Information about monies owing on Parent Pay

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
- Termly progress reports
- A report on any statutory assessments undertaken during the school 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).

3.8 Meetings

We hold one parents' evening in both the Autumn and Spring term. If required, a meeting in the Summer Term can be made upon request, following the End of Year Report. 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, may also be asked to attend further meetings to address these additional needs.

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

- 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 email the school about non-urgent issues in the first instance.

Parents can email the school regarding the absence of their child but must do so before 08:45

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 three 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 two working days (of their working pattern if part time)

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 four days of your request.

Parents can phone the school regarding the absence of their child but may be required to leave a message on the school answerphone system. This should be done before 08:45.

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. Meetings between school staff and parents should be of a reasonable duration and frequency.

We try to schedule all meetings within five working days (of the member of staff's working pattern if part time) 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

4.4 Home-school communications app - ClassDojo

- Parents should not use ClassDojo to communicate urgent or time sensitive information.
- Parents may choose to 'like' or provide a positive comment on posts on school or class pages

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 (paper copies upon request).
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website

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

- School announcements and communications in accessible formats
- Sign language or other 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 English only

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Support in setting the ClassDojo App to automatically translate posts and messages into their chosen language
- 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 two 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
- Staff code of conduct
- Complaints
- Home-school agreement

All of which can be found on the school website policies page, under the statutory information section.

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 or call the school office on secretary@mylor-bridge.cornwall.sch.uk 01326 373724
- Put the subject and the name of the relevant member of staff (staff list can be found on the school website https://www.mylor-bridge.cornwall.sch.uk/meet_our_staff) 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, in particular the policies page, which can be found under the statutory information section.

We try to acknowledge all emails within two working days, and to respond in full (or arrange a meeting or phone call if appropriate) within three working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/home work	Your child's class teacher
My child's wellbeing/pastoral support	Your child's class teacher in the first instance Headteacher: Hannah Pallôt Head@mylor-bridge.cornwall.sch.uk 01326 373724
Payments	Mrs Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724
School trips	Mrs Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724
Uniform/lost and found	Please note the lost and found box outside reception Mrs Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724
Attendance and absence requests	If you need to report your child's absence, call: 01326 373724 and leave a message when prompted If you want to request approval for term-time absence, you can either fill in the online form found on the website https://www.mylor-bridge.cornwall.sch.uk/leave_of_absence_exceptional_circumstance_leave_request_form

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Or request a paper copy from the office, secretary@mylor-bridge.cornwall.sch.uk 01326 373724
Bullying and behaviour	Your child's class teacher in the first instance Headteacher: Hannah Pallôt Head@mylor-bridge.cornwall.sch.uk 01326 373724
School events/the school calendar	Please refer to ClassDojo or contact Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724
Special educational needs (SEN)	SENCO Senco@mylor-bridge.cornwall.sch.uk 01326 373724
Breakfast Club	Secretary: Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724
After School Club	Plymouth Argyle josh.miller@argylecommunitytrust.co.uk
PTA	Mylorbridgepta@gmail.com
Governing board	Clerk to Governors: Emma Brotherton clerk@mylor-bridge.cornwall.sch.uk
Catering/meals	Secretary: Sophie McGannity secretary@mylor-bridge.cornwall.sch.uk 01326 373724 Chartwells enquiries@chartwells.co.uk 0800 917 6818

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 the school website policies page, under the statutory information section.