

Sacred Heart RC Primary School

‘Where Every Heart is Sacred’

Home-School Communication Policy

Mission Statement

Our school community serves the common good to the benefit of all;
where the rights and dignity of every human person are respected and
‘Every Heart is Sacred’.

We support and encourage everyone to reach their full potential.

We are witnesses to God’s love through our actions;
Inspiring hope, nurturing love and caring for our Common Home.

We serve each other peacefully, joyfully and truthfully
so that all
‘have life and have it to the full’.

Approved by:	Full Governors
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Last reviewed:	n/a
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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 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-3:25pm), 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.

A copy of our ICT and internet acceptable use policy is available on request.

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

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 (8:45am-3:25pm), or during weekends or school holidays.

A copy of our parent code of conduct is available on request.

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 ParentMail

We use ParentMail 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
- Charity fundraising
- Breakfast Club
- After school clubs

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Other notices that need to be shared quickly

3.3 School calendar

Our school website includes term dates – please click [here](#).

Our school newsletters include important dates for the half-term ahead.

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).

3.4 Phone calls

Staff may call home to discuss medical concerns, allergies, friendships, behaviour, invitations to school events etc.

Parents and carers are requested to keep their contact details up-to-date by visiting or emailing the office should any of their details change.

3.5 Letters

Letters are sent home electronically via ParentMail wherever possible.

3.6 Reports

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

- Y1 phonics check results (and Y2 for children who re-sit at the end of Y2)
- Y4 Multiplication Check results
- Y6 KS2 SATs results (all included in end-of-year reports)
- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance

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 a face-to-face parents' evening 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. Parents are welcome to make a face-to-face appointment with their child's class teacher in the summer term, following the receipt of their child's annual report.

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 discuss these additional needs.

3.8 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 (in 'Key Information')
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

3.10 Class Dojo

EYFS class teachers may choose to use the Class Story section on Class Dojo to share information with parents. Some examples are:

- Early Years newsletters
- Reminders about different events such as non-uniform day and class assemblies.

In Reception and Nursery, staff use each child's portfolio to share observations of wow learning moments at school. Parents can only see and interact with their own child's portfolio.

Class teachers who communicate with parents using Class Dojo will issue special login codes which allow families to connect with their child's class.

KS1 and KS2 class teachers do not use Class Dojo to communicate with parents or share information.

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

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school or visit the office in person.

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 endeavour contact them within 5 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call or meeting at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 10 days of your request.

If the issue is urgent, parents should call the school office or visit the school office in person.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Another parent collecting the child/ren at the end of the school day
- Trauma experienced by the child/ren
- A change in circumstances, such as a key family member leaving or joining the family home

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 10 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
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website, for example by using text colours that show up clearly against the background colour
- 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
- Translation of written documents using sites that are within the school's financial means

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.

Some of our staff members also speak:

- French
- Spanish
- Portuguese
- Urdu
- Punjabi

We can make additional arrangements, such as interpreters for meetings or phone calls 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
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Social media policy

Appendix 1: school contact list

Who should I contact?

Please note: Your child's class teacher is always the best person to speak with if you have any questions or concerns about your child or their school day. The table below will help you to understand who to contact in other situations, and the most effective way of getting in touch.

Serious concerns regarding behaviour or safeguarding will always be escalated to Mrs McCarthy (Deputy Headteacher) and/or Mrs Botham (Headteacher).

At Sacred Heart, the admin email address is used by parents/carers to communicate with all staff members. Parents/carers should include FAO [staff member name] so that the email can be forwarded to the correct person. It is also helpful if parents/carers include their child's full name, DOB and class in emails they send to school.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO:	HOW YOU SHOULD MAKE CONTACT:
My child's learning/class activities/lessons/homework	Your child's Class Teacher	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
My child's wellbeing/pastoral support	Your child's Class Teacher, Mrs Long (Pastoral & Attendance Officer) or Alexis Slater (Caritas)	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
Payments	Miss Wood (Admin Officer) Mrs Ellis (School Business Manager)	admin@sacredheart-jun.manc hester.sch.uk finance@sacredheart-jun.manc hester.sch.uk
School trips or visits	Your child's Class Teacher or Teaching Assistant Miss Wood (Admin Officer)	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
Uniform/lost and found	Your child's Class Teacher or Teaching Assistant	Your child's class teacher or teaching assistant
Attendance and absence requests	To report your child's absence, call the school office. To request approval for term-time absence, email Mrs Botham, Headteacher. Please remember that no term-time holidays will be authorised.	Call 0161 223 0231 or email admin@sacredheart-jun.manc hester.sch.uk Email FAO Mrs Botham admin@sacredheart-jun.manc hester.sch.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO:	HOW YOU SHOULD MAKE CONTACT:
My child's learning/class activities/lessons/homework	Your child's Class Teacher	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
Bullying and behaviour	Your child's Class Teacher or Teaching Assistant, Mrs McCarthy (Deputy Headteacher) or Mrs Botham (Headteacher)	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
School events/the school calendar	Your child's class teacher or teaching assistant Miss Wood (Admin Officer)	In person or by emailing admin@sacredheart-jun.manc hester.sch.uk
Special educational needs (SEN)	Miss Garland (SEND CO)	In person or by emailing senco@sacredheart-jun.manc hester.sch.uk
Before and after-school clubs	Miss Wood (Admin Officer) Mrs Ellis (School Business Manager)	admin@sacredheart-jun.manc hester.sch.uk finance@sacredheart-jun.manc hester.sch.uk
Hiring the school premises	Miss Wood (Admin Officer) Mrs Ellis (School Business Manager)	admin@sacredheart-jun.manc hester.sch.uk finance@sacredheart-jun.manc hester.sch.uk
Governing board	Miss Wood (Admin Officer)	admin@sacredheart-jun.manc hester.sch.uk
Catering/meals	Miss Wood (Admin Officer) Mrs Ellis (School Business Manager)	admin@sacredheart-jun.manc hester.sch.uk finance@sacredheart-jun.manc hester.sch.uk

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