



HEADLANDS SCHOOL  
SINCE 1965

# Home-school Communication Policy

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# Headlands School

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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 students 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, that is between 08:25am and 14:45pm, 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.

For more information or to view our e-Safety and Internet Usage / Acceptable Use Policies please visit: [www.headlandsschool.co.uk](http://www.headlandsschool.co.uk)

### **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 Persistent or Vexatious Complaints, Harassment in Schools Policy.

Parents should **not** expect staff to respond to their communication outside of core school hours, this is between 08:25am and 14:45pm, 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.

#### **3.1 Home-School Communication App - Edulink**

At Headlands School we communicate with parents using the Edulink App. We use this App to keep parents informed about the following:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Behaviour incidents (including any sanctions) / Positive Behaviour Rewards
- Emergency school closures (for instance, due to bad weather)
- Payments
- Short-notice changes to the school day
- Consent Forms
- Special items request (such as cooking ingredients)
- Headlands Highlights (Weekly Newsletter)

#### **3.2 School calendar**

Our school website includes a full school calendar for the current academic year.

Where possible, we try to give parents at least 1 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

Any such event will be included Headlands Highlights sent on a weekly basis.

### **3.3 Phone calls**

At Headlands School we openly communicate with our student's parents. The first point of call for parents is the students Head of Year who can assist with any issues, such as the discussion of behaviour incidents. We also encourage our student's teachers to directly liaise with parents to discuss individual needs including a student's performance.

We encourage our members of staff to make these phone calls during core school hours, this is between 08:25am and 14:45pm. Staff may work around other responsibilities and commitments and make calls out of these hours, but they are not expected to do so.

### **3.4 Student Planners**

At Headlands School each student is given a Planner at the start of the academic year. These are used to communicate home through the following ways:

- Positive behaviour (such as super stamps)
- Behavioural comments from a teacher
- Detention stamps

### **3.5 Reports**

Students have an individual meeting with members of SLT to discuss their report in detail each term, where any areas of concern can be addressed.

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

End-of-Term Progress Report covering their achievement in each part of the curriculum, how well they are progressing, attitude to learning, attendance and behaviour and achievement points.

### **3.6 Meetings**

We hold a Parents' Evening per year group 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 students with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### **3.7 School website**

Key information about the school is posted on our website, including:

- School times and term dates
- Important announcements
- Curriculum information
- Policies and procedures
- 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.

The school operates on an appointment basis only, ad hoc visits to the School Reception are not permitted.

##### **4.1 Email**

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. The School's email address is: [admin@headlandsschool.co.uk](mailto:admin@headlandsschool.co.uk).

We aim to acknowledge all emails within one working day, 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.

##### **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. The School's contact number is: 01262 676198.

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 three working 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  
Attendance concerns

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 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

#### **4.4 Home-school communications app**

Parents can use the Edulink App to inform the school of any absence incidents such as:

- To upload information relating to an absence (such as appointment letter)
- To inform the school that a student will not be in attendance for the day

### **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;
- Staff are trained on accessibility and will endeavor 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 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 Policy

Complaints Policy

Home-School Agreement (Part of Admission Documentation)

Student and Staff Mental Health and Wellbeing Policy

Social media Guidance

Persistent or Vexatious Complaints, Harassments Policy

Positive Discipline Policy

SEND Policy



## 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 the school via [admin@headlandsschool.co.uk](mailto:admin@headlandsschool.co.uk) or call the school office on; 01262 676198 (Office hours 08:00am until 16:00pm Monday to Thursday, 08:00am until 15:30pm Friday).
- For emails, ensure you add a subject heading and the name of the relevant member of staff you wish to contact.

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 2 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's subject teacher
My child's wellbeing/pastoral support	Your child's Head of Year
Payments	Finance office
School trips	School trip leader
Uniform/lost and found	Student Services
Attendance and absence requests	If you need to report your child's absence, call: 01262 676198, ext. 208  If you want to request approval for term-time absence please complete an; Absence from School for Exceptional Circumstances Request Form (ASEC) this can be found on the East Riding Council's website or can be requested from the main office.
Bullying and behaviour	Your child's Head of Year
School events/the school calendar	For the School Calendar, including Term-Dates, please see the main school website <a href="http://www.headlandsschool.co.uk">www.headlandsschool.co.uk</a>
Special educational needs (SEN)	Please contact the main school office on; 01262 676198 And ask to speak with our SENCO, Mr Walton
Before and after-school clubs	Please call the main school office on; 01262 676198 And ask to speak with the leader of your child's club.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	Please contact the PFI Provider: PPP-IML on: 01262 402150
Governing board	Please call the main school office; 01262 676198 And ask to speak with the Clerk to the Governing Body, Mrs Keyworth.
Catering/meals	Please contact the PFI Provider: PPP-IML on; 01262 402150

### Complaints

If you would like to make a formal complaint, please follow the procedure set out in our Complaints policy, which can be found on our school website, alternatively, please contact the Main School Reception.