



HEADLANDS SCHOOL
SINCE 1965

Parent/Staff Communication Policy

****This policy replaces the Home School Communication Policy****

Written by	Executive Headteacher		
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Adopted by Governors	Spring 2025		
Reviewed by	Executive Headteacher	Date	Spring 2026
Next Review Date	Spring 2027		

Headlands School

Introduction and Aims

The purpose of this statement is to provide information and guidelines regarding communication between parents and staff of Headlands School. We acknowledge the home as central to the development of each young person and it is our intention that the school and the parent(s) / guardian(s) of the young person strive to be mutually supportive of each other so that the young person can maximise their potential.

Responsibilities of the School

The following list, which is not exhaustive, indicates the main structures in place, initiated by the School, to facilitate communication between the school and parents:

- 'Schoolbag' post - written communication for parents passed via their child which they may or may not be required to return.
- Student Planner.
- Email communication from the school - normally concerning matters pertaining to the Year Group or whole school, the purpose of which is to relay important but non-urgent information.
- Telephone calls - used by staff where a private conversation is deemed necessary.
- Letters by post - used if email is not possible or where deemed necessary by the school.
- Parental Meeting - likely to be requested by a member of the Tutor Staff, a Year Leader or Pastoral Manager, The Designated Safeguarding Lead, a Head of Department, a Senior Member of Staff, the Head of School or the Executive Head.
- School Calendar.
- Parents Evenings (annually 1 per year group) - recorded on the school calendar and parents will be notified in advance by email.
- Parents' Information meetings for Year 9 and 11.
- Edulink brings together all aspects of school life and is a platform Staff, Parents/Carers and students can use.

Information to the general public and parents are encouraged to use these regularly to keep updated on school events and successes.

Responsibilities of Students

We expect our students to:

- Relay information to parents on a regular basis about school activities and events that affect them.
- Pass on any written communication from the school to their parent(s) / guardian(s) and return the same, duly completed, where required.

Responsibilities of Parents

We expect our parents to:

- Develop close links with the school and attend specific pastoral and academic parents' meetings relevant to the age of their child/children.
- Collaborate with the school in developing the full potential of their child/children.
- Familiarise themselves with the school policy and procedure (all policies are on the school

- website and a hard copy available on request).
- Support the Staff and Governors in their implementation of policy and procedure.
 - Become actively involved in the Parent Seminars, attend school functions and help build a sense of community.
 - Participate in policy review and changes (all consultations take place through the website and response forms are available online or as hard copies on request).

Parent / Teacher contact initiated by parents

Communication between parent and teachers is to be encouraged.

The school does not believe that email* should be used as a means of communication between parents and staff to discuss pastoral or academic matters pertaining to their child / children in the first instance, in such instances parents are asked to contact the school via Reception to arrange a meeting or arrange a telephone conversation.

Arranging parent / teacher meetings at short notice whilst the school day is operating can be difficult due to teachers' teaching responsibilities. However, parents are welcome to contact the school Reception to raise a concern or query. The Reception staff will direct the enquiry to the appropriate member of staff.

A parent may wish to request a meeting with a Head of Department or member of the pastoral team or a senior member of staff. To do so they should contact the Reception staff who will liaise with the member of staff. Meetings should not be arranged through the use of the email system. Every attempt will be made to arrange a telephone conversation or a meeting within 5 school working days.

As general guidance the following is the agreed system of communication for parents and is understood by the Reception staff:

- Curriculum enquiry in one subject: ask to speak to or see the Head of Department.
- Pastoral enquiry - ask to speak to or see the Head of Year or Pastoral Manager.
- Enquiry relating to Special Educational Needs - ask to speak to the Assistant SENCO or the Assistant Headteacher - SENCO.
- Safeguarding enquiry - ask to speak to the Designated Safeguarding Lead.

If a matter remains unresolved following contact, then the School's Complaints Policy should be followed in respect of the next line of communication.

All staff have the right to be treated with dignity and respect in their place of work; parents and carers are asked to be measured and respectful in all their communications with the employees of Headlands School.

*Parents are asked not to email member of staff directly without prior agreement with that member of staff.