

# Home-school communication policy



<b>Approved by:</b>	Staff and Governors	<b>Date:</b>
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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 within a reasonable timescale.

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 between 8.30am and 3.30pm 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

We expect parents to respect the ethos, vision and values of our school. Parents are responsible for:

- Ensuring that communication with the school and its staff is respectful at all times
- Checking all communications from the school and making every reasonable effort to address communications to the appropriate member of staff i.e. the child's class teacher, in the first instance
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Working together with staff in the best interests of our pupils
- Seeking a peaceful solution to all issues

Any communication from parents that is considered disrespectful, abusive or threatening will be referred to the Headteacher or the Chair of Governors.

Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays. We ask that parents do not use social media e.g. WhatsApp, Facebook, for communicating with the school or staff.

Where staff or governors are also parents at the school, we ask that any communication with them regarding school is carried out through the official channels detailed below and their role is not abused.

## 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 Email and Dojo Messages

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

- Important correspondence and documents e.g. Covid updates, DfE documents, new policies
- Scheduled school closures e.g. school calendar, including inset days
- School surveys or consultations
- Initial letters relating to some visits, trips and events
- Invites and details relating to additional meetings e.g. SEND, pastoral concerns
- Reminders e.g. payments for trips, up-coming school events
- Short-notice changes to the school day
- Club cancellations
- Emergency school closures (for instance, due to bad weather)
- Friends of Perran-ar-Worthal School (FOPS) updates
- Direct messaging to parent when needed e.g. head bumps, pastoral update
- Sharing class activities and pictures
- Class communication from teachers e.g. homework
- Arrangements for progress reviews

### 3.3 School calendar

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

Where possible, we try to give parents as much notice of any forthcoming 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

Phone calls are used to contact a parent in an emergency, if a child is unwell or if there has been an incident in school that needs to be discussed with the parent.

### 3.5 Letters

Where possible, we try to limit the amount of paper correspondence that school issues. In some cases, however, we do need to send out letters for the following, for example:

- Yearly data collection forms
- Letters about some trips, visits and clubs etc
- Consent forms
- Additional forms relating to competitions and events
- Bumped head letter

### 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 Key Stage 1 and Key Stage 2 SATs tests and Yr1 Phonics screening check

### 3.7 Meetings

We hold one progress review meeting in the Autumn and Spring term and offer a third meeting in the Autumn term to discuss school reports if parents request one. During these meetings, parents can talk with teachers about their child's achievement and progress, their child's wellbeing, or any other area of concern. The school offers the option of face to face or online meetings.

The school may also contact parents to arrange meetings between progress reviews 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 as part of their child's provision.

### 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
- Important contact information
- Information about before and after-school provision
- Newsletters

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. If that member of staff is not available for some reason, the school will find the next most appropriate member of staff for the parent to talk to.

### 4.1 When should parents use Dojo, phone, email or letter?

Parents can use email, dojo or ring the office about non-urgent issues in the first instance, 01872 863004 or [admin@perran-ar-worthal.cornwall.sch.uk](mailto:admin@perran-ar-worthal.cornwall.sch.uk) . However, where correspondence is more detailed or may relate to sensitive issues, we ask parents to use email and to copy in all relevant members of staff.

All communication regarding any SEND queries or concerns should go through the class teacher in the first instance and copied in to the SENCO via [senco@perran-ar-worthal.cornwall.sch.uk](mailto:senco@perran-ar-worthal.cornwall.sch.uk)

Any communication relating to safeguarding should be sent to the school's Designated Safeguarding Lead (DSL) via [DSL@perran-ar-worthal.cornwall.sch.uk](mailto:DSL@perran-ar-worthal.cornwall.sch.uk)

Where appropriate, we aim to acknowledge all emails/dojo messages within 1 working day (or arrange a meeting or phone call if deemed necessary). Please note the school core hours are between 8.30am and 3.30pm. We ask you to also be aware that some staff work part time. Staff working days are available on the each of the class pages on our school website.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school office on 01872 863004. Urgent issues might include:

- Family emergencies
- Safeguarding or welfare issues
- Attendance

Please note, if your child is going to be absent from school you must contact the school office administrator (not the teacher) before 8.45am on the day of absence and inform us of the full reason for your child's absence. This will ensure our records remain up to date.

If there is an unexpected change to who is collecting your child at the end of the day, we also ask that you inform the office rather than the class teacher who may not be able to pick up the message due to their teaching commitments. Where a person, unknown to the staff of the school, is collecting a child from the school's wraparound care, the agreed password must be provided.

Where a parent wishes to request leave of absence for their child during term time e.g. exams, medical appointments etc the relevant form (available from the office and on the school website) must be completed prior to the event. Please note that holidays cannot be authorised.

Where a child requires medication that needs to be administered during school hours, parents must complete the relevant form, which is available from the office and on the school website.

## 5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

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
- Written communication provided in alternative formats

We will do all we can to make additional arrangements if these are necessary. Please contact the school office to discuss your needs.

## 6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 3 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
- Staff wellbeing
- Assessment
- Wraparound

## Appendix 1

### A Quick Guide to Communication with the School

If concern is related to:

- Your child's academic progress
- Your child's behaviour
- Your child's wellbeing



Email or dojo class teacher:

Puffins – [tbenner@perran-ar-worthal.cornwall.sch.uk](mailto:tbenner@perran-ar-worthal.cornwall.sch.uk)  
Wagtails – [marthur@perran-ar-worthal.cornwall.sch.uk](mailto:marthur@perran-ar-worthal.cornwall.sch.uk)  
Robins – [krawlings@perran-ar-worthal.cornwall.sch.uk](mailto:krawlings@perran-ar-worthal.cornwall.sch.uk)  
Starlings – [groyle@perran-ar-worthal.cornwall.sch.uk](mailto:groyle@perran-ar-worthal.cornwall.sch.uk)  
Skylarks – [mhodes@perran-ar-worthal.cornwall.sch.uk](mailto:mhodes@perran-ar-worthal.cornwall.sch.uk)  
Kingfishers – [jtrudgeon@perran-ar-worthal.cornwall.sch.uk](mailto:jtrudgeon@perran-ar-worthal.cornwall.sch.uk)  
Swifts – [bteasdale@perran-ar-worthal.cornwall.sch.uk](mailto:bteasdale@perran-ar-worthal.cornwall.sch.uk)

If concern is related to:

- Your child's SEND needs
- EHCP review
- SEND support or guidance



Email SEND and Inclusion Lead

Katie Rawlings:

[SENCO@perran-ar-worthal.cornwall.sch.uk](mailto:SENCO@perran-ar-worthal.cornwall.sch.uk)

If concern is related to:

- Safeguarding



Email Designated Safeguarding Lead (DSL)

Ben Teasdale

[DSL@perran-ar-worthal.cornwall.sch.uk](mailto:DSL@perran-ar-worthal.cornwall.sch.uk)

If concern is related to:

- Your child's attendance
- Wraparound
- Appointments during school time
- School events



Contact the school Office via email, dojo or by phone

Jo Deakin

[admin@perran-ar-worthal.cornwall.sch.uk](mailto:admin@perran-ar-worthal.cornwall.sch.uk)

01872 863004

If you are not satisfied with the way your concern has been dealt with, please contact the Headteacher, Rachel Heffer:  
[head@perran-ar-worthal.cornwall.sch.uk](mailto:head@perran-ar-worthal.cornwall.sch.uk)