

Crompton House Church of England School

Home – School Communication Policy 2024



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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 Head of School

The head of school 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, 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.

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

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

- › School trips and events.
- › School surveys or consultations.
- › Pastoral matters.

3.2 Text messages

We will text parents about:

- › Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website includes term dates includes and an events calendar.

3.4 Phone calls

Phone calls may be used by if staff feel this is the most effective way to convey information.

3.5 Class Charts

The Class Charts App contains a range of information including homework, attending and behaviour. Please ensure that this is checked regularly.

3.6 Reports

Parents receive reports from the school about their child's learning. These reports are sent home twice per year in main school and three times a year in sixth form and include a summary of your child's current

progress in school. This includes recent assessment scores (referred to as 'LAG' or 'Last Assessment Grade' in KS4 and KS5), attitudes to learning and behaviour. In KS3, 4 and 5 these reports include guidance about what grade threshold your child should be attaining. In KS4 and KS5, there will also be a teacher estimation of what your child is likely to attain at the end of that key stage. Form tutor reports are sent home once a year for main school students.

3.7 Parents' evening

We hold one parents' evening 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 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.

3.8 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

Parents should check the website before contacting the school.

3.9 Class Charts (including announcements)

Key information about your child's homework and behaviour can be found on Class Charts and this should be checked regularly.

School staff may also use Class Charts Announcements to contact parents for the following:

- Praise
- Behaviour
- Homework
- School events (including clubs and trips)
- Year group reminders
- Subject Information (Assessment preparation, subject equipment, etc)
- Finance
- Examinations

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 and phone calls

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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

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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 also call the school office.

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 communications are written as clearly and concisely as possible

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6. Monitoring and review

The head of school monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the governing board.

Appendix 1: school contact list

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 most appropriate address
- Include your child's full name and year group in the subject line

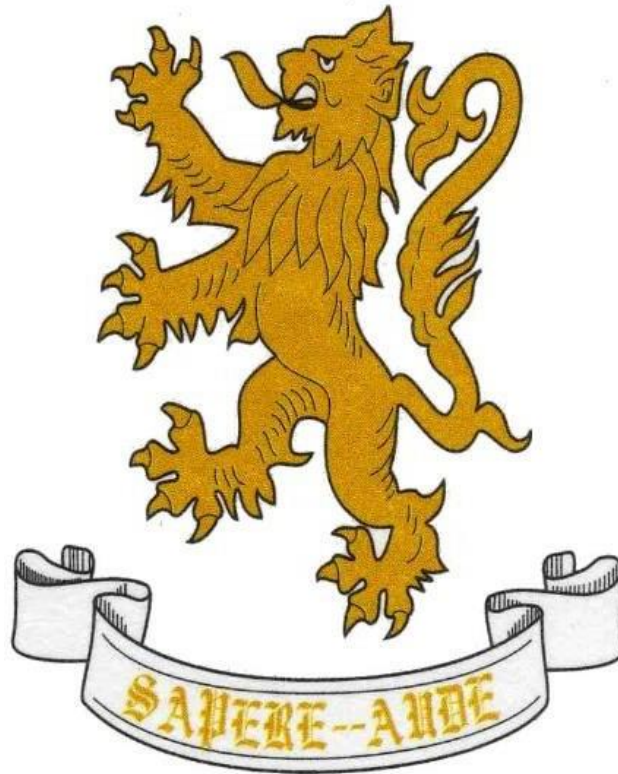
We try to acknowledge all emails within 3 working days and respond to them fully within 5 working days.

Information on email addresses for individual staff can be found at <https://www.cromptonhouse.org/staff/>

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	The relevant subject teacher. Information can be found here https://www.cromptonhouse.org/staff/
My child's wellbeing/pastoral support	studenthub@cromptonhouse.org
Payments	finance@cromptonhouse.org
Attendance and absence requests	attendance@cromptonhouse.org
Behaviour	studenthub@cromptonhouse.org
Detentions	detentions@cromptonhouse.org
PE	pe@cromptonhouse.org
School events/the school calendar	info@cromptonhouse.org
Special educational needs (SEN)	e.woodhead@cromptonhouse.org
Hiring the school premises	finance@cromptonhouse.org
PTA	info@cromptonhouse.org

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 our school website.



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