

Home and school communication policy

Pitton Primary School



All of our policies are underpinned by our Vision and driven by our Values of Friendship, Family and Fulfilment

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1. Summary

This policy covers the channels of communication that will be used to share information between the school and parents/carers of pupils attending school.

In summary, **our preferred way of communicating is in person**. Your child’s learning is a team effort and we encourage parents and carers, as much as possible, to speak with those delivering learning in the first instance.

We understand that this is not always possible so the below sets out how other channels should be used.

Teachers and staff should communicate in an appropriate manner at all times, and communication with the school should be respectful - and in accordance with the Parent/Carer code of conduct (available under the ‘Parents’ section of the website [here](#) or available from the office on request.) Prompt action will be taken if inappropriate use is identified.

2. Introduction and aims

At Pitton CE Primary School we value **Friendship, Family and Fulfilment**. We are dedicated to providing a holistic learning experience where children feel safe and supported by every member of our community.

We strive to be pillars of the community, who respect and make a positive difference to the world around us; and for every one of us to be a role model, who inspires a love of learning and the sharing of success.

Our school takes pride in leading the children on their journey to acquire the skills and attributes needed to achieve their dreams and aspirations in the future.

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 an appropriate response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

3. Roles and responsibilities

3.1 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

3.2 Staff

All staff are responsible for:

- › Responding to communication from parents in line with this policy and the school's approach to internet use (see E-safety Policy below)
- › Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Teachers will **aim** to respond to communication during core school hours [08:55 – 15:25], 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.

Pitton School's E-Safety policy can be found on the school website or from the School Office on request.

3.3 Parents

Parents are responsible for:

- › Ensuring that communication with the school is respectful at all times
- › 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 and prompt action will be taken if an inappropriate use is identified.

Parents **should not expect** staff to respond to their communication outside of core school hours [08:55-15:25], or during school holidays.

We have a Parent/Carer code of conduct available under the 'Parents' section of the website [here](#) or available from the office on request.

4. How we communicate with parents and carers

Pitton School is a small school with a small team. Where possible we will engage in-person with parents to keep them up to date with their child's education and what is happening in school.

Where in-person is not possible or appropriate, we will use one of the below methods. Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

4.1 Home-school communications app

4.1.1 Class Dojo

Pitton School uses the Class Dojo app as a regular news feed for:

- Day-to-day happenings / events at school
- Essential 'need to know' information
- Sharing the weekly Pitton News newsletter

Dojo's direct messaging function can be used by staff to **share short messages or updates relating to your child's school day**.

This will **not be used to discuss specific concerns regarding a child's learning**. For these matters our preference is in-person or via email.

In a genuine emergency (see 4.3 below) a phone call will be made.

4.1.2 Teachers2Parents / School Money

The Teachers2Parents app (which replaced ParentMail in 2024) is to be used for:

- Booking and paying for school lunches
- Making payments and providing consent for trips etc.

4.1.2.1 Text Messages

Teachers2Parents also has the ability to generate text messages. We expect to use this method only in the event of last-minute changes impacting the operation of the school (snow closures, late-notice club cancellations etc).

4.2 School calendar

Our school website and weekly 'Pitton News' newsletter includes a full school calendar of key events for the term.

Where possible, we try to give parents at least two 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).

Any such event will be included in the school calendar and, as far as possible, highlighted in the weekly newsletter.

4.3 Phone calls

Parents can only expect the school to call them in the event of an urgent matter (such as illness or injury on school premises)

4.4 Homework books/school planners

Homework books and reading records are used to convey updates on progress in the specific learning in question. They are not used to provide essential information on other aspects of a child's school life (trips, clubs etc)

4.5 Letters

Any communication in the form of a letter will be shared with parents on the home-school communication apps and/or Pitton News. These letters include:

- Letters about trips and visits
- Consent forms

Parents should not expect letters from school through the post

4.6 Email

School will only use email to reply to parent messages or to continue an ongoing discussion.

Parents should not expect regular emails from the school.

4.7 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
- A report on SATs tests
- A report on the results of public examinations

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

4.8 Meetings

We hold a parents' consultation session in autumn and spring. 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' consultations 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 a further meeting to address these additional needs.

4.9 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

Parents should check the website before contacting the school.

5. 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.

5.1 The playground / Wrap around care (Before / After School at Pitton)

For non-urgent matters and short updates regarding your child's school day (forgotten items, updates from home) parents can speak to staff members in the playground. If the class teacher is not present any staff member can pass a message on. Alternatively, speak to the school office in-person.

The school's wrap around care provider can also pass such messages to the office. **Notes of absence should also be made to the school office directly.**

5.2 Email

For non-urgent matters, if in-person is not possible, parents should email the school in the first instance.

We aim to acknowledge emails requiring a response within **five working days**, providing a timeline in this acknowledgement when parents can expect a full response, if appropriate.

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

5.3 Phone calls

If parents need to **speak** to a specific member of staff about a **non-urgent** matter, they should email the school office. See 5.2 above.

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 21 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

The school office is also available in person, phone or email for more general enquiries.

5.4 Meetings

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

If parents would like to schedule a meeting with a member of staff, they should email or call the school to request an appointment. If email is used, the email should include a summary of why the meeting is being requested.

We will try to secure a date for a meeting within 10 days of the request. Depending on the nature of the request the actual meeting date may necessarily be some time in the future.

5.5 Home-school communications app

5.5.1. Class Dojo

Dojo's direct messaging function can be used to **share short messages or updates relating to your child's school day**.

This should **not be used to discuss specific concerns regarding a child's learning**. For these matters our preference is in-person or via email.

Unless, of course, it is a genuine emergency where calling the office is preferred.

Class Dojo posts from school **can also be commented on**. Parents are encouraged to use this function to get clarity when, despite our best efforts, something isn't immediately clear from our first message.

Misuse of the platform (in breach of our Code of Conduct for Parents and Carers) may result in a review of this facility.

6. Accessibility

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

6.1 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 letters and newsletters) are made available in multiple formats when requested.
- All communications are written as clearly and concisely as possible
- Accessibility is considered when updating the school website [give examples, such as: providing alt text for images, 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 when requested.

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.

6.2 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.

7. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every two years with oversight of the governing board.

The policy will be approved by the governing board alongside all other school policies.

8. Links with other policies

The policy should be read alongside our policies on:

- › Parent code of conduct
- › Staff code of conduct
- › Complaints
- › Home-school agreement (this is sent out on joining school)
- › Staff wellbeing
- › Social media policy
- › E-Safety

Appendix 1: school contact list

Who should I contact?

Email, for a number of reasons, is the preferred way to inform us of important matters such as absence or to initially raise any questions on the delivery of your child's education.

For urgent issues (see section 4.2 above) please call the **school office on 01722 712322**

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 office on Admin@pitton.wilts.sch.uk
- › Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- › 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.

Emails requiring a response will be acknowledged within 5 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	School office/School ELSA (Emotional Literacy Support Assistant)
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence email admin@pitton.wilts.sch.uk If you want to request approval for term-time absence, contact admin@pitton.wilts.sch.uk for a form
Bullying and behaviour	Your child's class teacher
School events/the school calendar	School office
Special educational needs (SEN)	School office
Before and after-school clubs	Refer to Before/After School club provider

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	School office
PTA / Friends of Pitton School (FOPS)	School office
Governing board	clerk@pitton.wilts.sch.uk
Catering/meals	School office

Complaints

If you would like to file a formal complaint, please follow the procedure set out in the Pickwick Academy Trust complaints policy. The policy can be found [here](#) or from the School Office in request.