



Supportive, Cooperative, Adventurous

Equality and Diversity

Campfire Education Trust is committed to promoting equality of opportunity for all staff and job applicants. The Trust aims to create a supportive and inclusive working environment in which all individuals are able to make best use of their skills, free from discrimination or harassment, and in which all decisions are based on merit. We do not discriminate against staff based on age; race; sex; disability; sexual orientation; gender reassignment; marriage and civil partnership; pregnancy and maternity; religion, faith or belief (Equality Act 2010 protected characteristics). The principles of non-discrimination and equality of opportunity also apply to the way in which staff and Governors treat visitors, volunteers, contractors and former staff members.

Data Protection

Campfire Education Trust will process personal data of staff (which may be held on paper, electronically, or otherwise). Campfire Education Trust recognises the need to treat it in an appropriate and lawful manner, in accordance with the Data Protection Act 2018 (DPA).

Ratified	Version	Date
Adopted by Board of Trustees	1	February 2021
LGB		
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Communication with Parents/Carers Policy

Home-school communication policy

Trust overview

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*Please note: Where we refer to parents in the policy, this includes carers

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 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

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- 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)
- Working within the bounds of safeguarding policy at all times

Staff **will not** respond to communications outside of school hours or their working hours unless it is urgent (if they work part-time), or during school holidays.

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
- Respond 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 within our Behaviour Policy.

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/ Parentmail

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

- Upcoming school events
- Weekly bulletin
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Booking after school clubs and trips
- Forms (eg: for school lunches)
- Minor head bumps

3.2 Text messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Any other emergency

3.3 School calendar

Our website includes a full school calendar for the year which is updated termly or when new events are created.

Where possible, we try to give parents at least 2 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.

3.4 Phone calls

Parents will be called for the following reasons (this list is not exhaustive):

- A serious head bump or a major scrape or fall

- › If a child becomes unwell (eg: temperature, headache, stomach ache)
- › Following an incident involving their child which is of concern
- › To share good news about a child
- › If there is a concern over safeguarding of the child
- › To follow up absence calls

3.5 Letters via Parentmail

We send the following letters home regularly:

- › Letters about trips and visits
- › Consent forms
- › Our weekly newsletter

3.6 Homework Records

- › Adults will record in class when they hear a child read. This information will be available to see on request
- › Parents will write when they listen to their child read and practise times tables in their child's homework diary.
- › The homework diary will be reviewed and signed weekly by the teacher

3.7 Reports

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

- › An end-of-year report covering their achievement in areas of the curriculum, how well they are progressing, and their attendance
- › A report on KS1 and KS2 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).

3.8 Meetings

We hold up to three formal parent-teacher meeting 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. There will be an opportunity to agree two mutual targets, one social/emotional and one academic.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing and vice versa.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to discuss SEND support plans.

3.9 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.

3.10 Online Learning

Online work directly linked to children, is through Purple Mash, Times Tables Rockstars and Spellzone. Children can share their work and the teacher can communicate with children and vice versa through this platform. **This is not intended to be a platform for parent-teacher communication.**

4. How parents and carers can communicate with the school

Please 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

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

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

If a query or concern is urgent, and you need a response sooner than this, please call the school.

There are additional emails to make sure the correct person receives the email.

cryan@georgegreville.co.uk Special Educational Needs queries and correspondence.

info@nxtlevelcoaching.co.uk After school care and breakfast club enquiries

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within two working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within two days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Child illness
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate 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 you need to speak to them urgently, we recommend you book appointments to discuss:

- › Any concerns you may have about your child's learning
- › Updates related to pastoral support, your child's home environment, or their wellbeing

***DURING THE COVID PANDEMIC, THIS IS MAY NOT BE POSSIBLE, SO PLEASE EMAIL YOUR CHILD'S TEACHER ON TEHIR CLASS EMAIL ADDRESS WHO WILL GET A MESSAGE TO YOUR CLASS TEACHER, OR ARRANGE A PHONE CALL. MEETINGS CAN BE ARRANGED, WHICH NEED TO FOLLOW OUR COVID-19 GUIDELINES**

5. Inclusion

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

Parents who need help communicating with the school can request the following support:

- › School announcements and communications translated into additional languages

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 two years. The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our Trust and school policies on:

- › ICT and internet acceptable use
- › Parent code of conduct
- › Staff code of conduct
- › Complaints policy
- › Behaviour Policy

Appendix 1: school contact list

Who should I contact?

Remember: check our website first, much of the information you need is posted there.

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 in the subject line

We try to respond to all emails within two 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 ➤ See email address on school website https://www.georgegrenville.co.uk/class-information.html
My child's wellbeing/pastoral support	Your child's class teacher Senior Leadership Team
Payments	School Business Manager
School trips	Your child's class teacher Senior Leadership Team School Business Manager (regarding payments)
Uniform/lost and found	Your child's class teacher
Attendance and absence requests	Family Worker
Bullying and behaviour	Your child's class teacher
School events/the school calendar	Website School Office

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs	Class teacher (initially) SENCO (Further information)
Before and after-school clubs	Nxt Level Coaching (Extended Care) School Office (School run clubs)
Hiring the school premises	School Business Manager
The PTA (FROGGS)	Chair of PTA (FROGGS) FroggsPTA@gmail.com
The governing board (chairs)	Chair of governors apool@georgegrenville.co.uk
Catering/meals	School Office
*Complaints	See below

*Complaints

We hope you are happy with all we do at George Grenville Academy, however if you need to speak to someone about a complaint, you will need to follow our Complaints policy.

In the first instance, an informal meeting should be arranged with a member of SLT who can be contacted through the office or on the confidential email.