



**Non-statutory**

# Parent and Carers Communication Policy

## 1. Introduction and aims

At Oak Green School, 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 Co-Headteacher

The Co-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 or their working hours, but due to the nature of their roles, they might not be free to respond until after school.

### 2.3 Parents/Carers

Parents/carers 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

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our 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 use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys
- Class activities/trips/Fantastic Finish dates
- Teacher requests

#### 3.2 School calendar

Our school website and newsletter includes a full school calendar for the term.

Where possible, we try to give parents as much notice as possible 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.

#### 3.3 Phone calls

Staff may contact you by telephone to check information, if a child does not have the correct equipment (e.g. packed lunch, correct kit), regarding payments, attendance, behaviour or if there are other concerns. Staff can contact you to make you aware of positive achievements and progress your child has made.

#### 3.4 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

- Our monthly newsletter
- Year group newsletters
- Curriculum newsletters

### 3.5 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 KS2 SATs tests

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

### 3.6 Meetings

We hold a parents' evening in the autumn and spring term. 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.

### 3.7 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 aim to check the website before contacting the school.

### 3.8 Home-school communications app

The school has now completed its roll out of a new parental communication app linked to the School's Management Information System, Bromcom. This app allows parents who have signed up to receive communications via the app straight to their mobile devices. Parents who have signed up will also have the ability to report school absence via the app and update any contact details. It should be noted, however, that parents with children across multiple schools also using the MCAS app may not be able to see all children in the app but should instead use the web portal to add children across different schools.

## 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 office, or the appropriate member of staff, about non-urgent issues in the first instance. If the issue is urgent, parents should call the school office.

We aim to acknowledge all emails as soon as possible and within 2 working days during term time. We will respond in full (or arrange a meeting or phone call if appropriate) as soon as possible and within 1 working week from the receipt of the communication. If a query or concern is urgent, and parents need a response sooner than this, they should call the school. It may not be possible for the appropriate staff member to contact you straight away due to teaching, other commitments or work pattern. We aim to make sure parents have spoken to the appropriate member of staff as soon as possible.

If your email is a complaint please refer to the Complaints & Resolutions policy for timescales.

#### 4.2 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the office or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request dependant upon teaching, other commitments or work pattern. While teachers are available at the 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

#### 4.3 Home-school communications app

With the exception of absence notifications and changes to contact details all parent communications should be via email to 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 whole-school announcements and communications (such as email alerts and newsletters) are made available across multiple platforms.
- Communications made via the school app may be translated into the language of choice by the parent. The school can provide instructions for parents on how to select this option in the app.
- All communications are written as clearly and concisely as possible

- Accessibility is considered when designing/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
- 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.

## 5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) in English, however, information uploaded via the school app may be translated into the language of choice by the parent. The school can provide instructions for parents on how to select this option in the app.

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.

## 6. Monitoring and review

The Co-Headteacher monitors the implementation of this policy and will review the policy every three years. The policy will be approved by the governing board.

## 7. Links with other policies

The policy should be read alongside our policies on:

- Online Safety and Acceptable Use
- Parent code of conduct
- Staff code of conduct
- Complaints and resolutions
- Home-school agreement
- Social media policy
- Mobile Phone, personal device and Imaging policy including Smartwatches
- Artificial Intelligence & Machine Learning for Pupils, Parents & Carers

## Appendix 1: Who should I contact?

**Telephone: 01296 423895**

Option 1 - Attendance

Option 2 - School office

Option 3 - Finance

Option 4 - Safeguarding

**Email: office@oakgreen.bucks.sch.uk**

**In the case of emergencies, out of hours only, please ring: 07872849090**

**Should you have any queries, please contact:**

Mrs Anyon (Office Manager)

Mrs Thanki (Senior School Administrator)

Miss Pedersen (School Administrator)

Mrs Brown (School Business Manager)

Miss Ahmed (Attendance Officer)

Mrs Gammell (GDPR - data protection)

**Tel: 01296 423895**

Admin email: **admin@oakgreen.bucks.sch.uk** to update student and parent details, parent queries.

Absence email: **attendance@oakgreen.bucks.sch.uk** - to report any pupil absence

Office email: **office@oakgreen.bucks.sch.uk** for general enquiries

GDPR email: **GDPR@oakgreen.bucks.sch.uk**

Safeguarding email: **safeguarding@oakgreen.bucks.sch.uk**

**Safeguarding - please contact: Penny Anyon** (Deputy Designated Safeguarding Lead (D/DSL)/Office Manager) on **01296 423895 #4** in order to speak to:

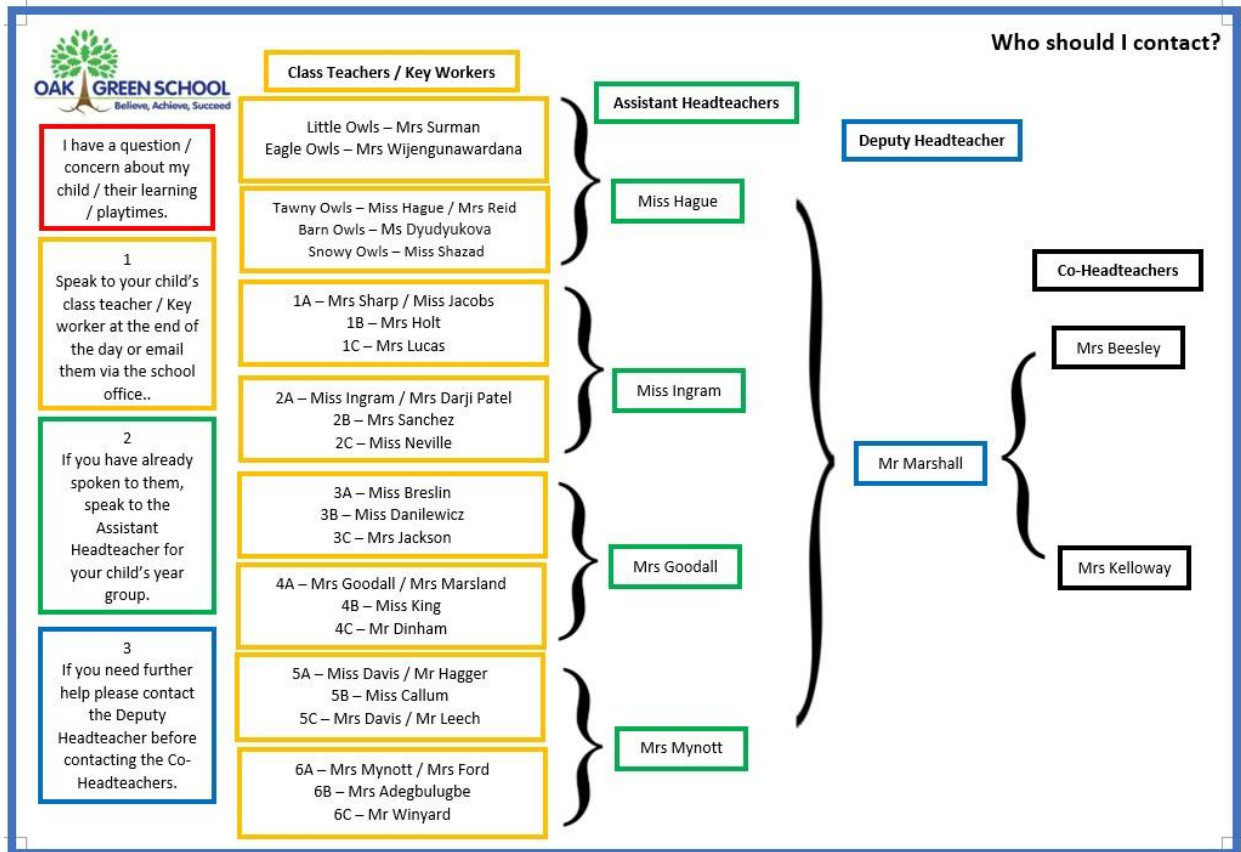
DSL/ Co Headteacher or D/DSL Deputy or Assistant Headteachers, DSL/SENDCo or D/DSL Safeguarding & Family Support Workers or Family Support Manager. See names and more information at:

<https://www.oakgreen.bucks.sch.uk/safeguarding/>

**Curriculum - please contact:** Co-Headteachers on office@oakgreen.bucks.sch.uk or **01296 423895**.

**SEND - please contact the:** SENDCo Team on **01296 423895** via the office. Please direct your enquiries to the appropriate member of staff.

Mrs Knights      KS1, KS2 & ARP  
Mrs Fell            EYFS



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	Family Support Team/Mental Health Lead
Payments	School office
School trips	School office/Class teacher
Uniform/lost and found	School office/Class teacher

Attendance and absence requests	If you need to report your child's absence, call: 01296 423895
If you want to request approval for term-time absence,	Contact Miss Ahmed in the school office
Bullying and behaviour	School office/Class teacher
School events/the school calendar	School office
Special educational needs (SEN)	School office/ SEN team
Before and after-school clubs	School office
Hiring the school premises	School office
Governing board	Mark Bateman, Chair of Governors
Catering/meals	Chartwells

If you would like to file a formal complaint, please follow the procedure set out in our Complaints and Resolution policy - this can be found on our website