

## Carr Hill High School

***We are proud to belong to the Carr Hill Community where we pursue excellence through commitment, aspiration, resilience and respect***

## Home – School Communications Policy

### Overview

It is very important to us that we work closely in partnership with parents and carers and communication between home and school is key. The purpose of this policy is to provide clear information to parents and carers about expectations when communicating with school. Our aim is to have effective and positive communication but this needs to be managed appropriately in a large school where staff have many commitments and teach a large number of children. We also recognise that parents and carers have busy lives.

Staff want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching, preparing for lessons and with assessment. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. You should receive a response from school acknowledging your contact within 24 hours, providing a timeline for response if it cannot be provided immediately.

Staff are not expected to provide feedback on the academic progress of individual students outside the normal reporting times and Parents Evenings.

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
- 2) Year Leader or Subject Leader (if query is relevant to a specific subject)
- 3) The Assistant Headteacher for Years 7-9 ( Mr A Penney) or the Assistant Headteacher for Years 10-11 (Miss L Coulthard) or the Assistant Headteacher for behaviour and Safeguarding (Mr D Morton)
- 4) The SENCO (Mrs J Darkin) if the issue is related to special educational needs
- 5) The Deputy Headteacher
- 6) Headteacher

Receiving letters / email of thanks and appreciation are very much valued by the staff at Carr Hill who are often running activities, trips and events entirely out of goodwill. This policy encourages parents and carers to communicate with school staff to promote positivity within the home / school relationship. Staff are also expected to do the same.

## Contacting the School

### Telephone

Please use the main reception number to leave a message for a teacher to contact you or use the extension number if you know it. Please note lessons will not be interrupted for teachers to take calls.

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.

### Email

Please use staff work email addresses if you need to contact staff directly:

- Staff are not in a position to check emails consistently throughout the day and the school does not expect work emails to be checked during staff personal time in the evenings or at weekend. If staff are out of school you should receive an 'out of office' reply.

### Meetings

If it is necessary for parents/carers and school staff to meet to discuss an issue then this needs to be arranged for a mutually convenient time. We would ask that parents/carers do not just turn up at school expecting to see someone as this may not be possible.

- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion so that we can manage multiple demands.

## Contacting You

We will contact you normally via messages on Synergy. Positive messages home are important and we will also make contact by phone regarding any serious behaviour issues, safeguarding incidents, accidents or exclusions and this will be followed up by a letter in the event of exclusions. Student attendance and progress data is also available through the parents portal on Synergy.

## Social Media

We use our social media channels only to promote student achievements, subject information and generic educational information. You can find these by searching the school website.

## Quality of communication

As school staff and as parents/carers we want the best for every child in the school. Sometimes situations will arise where there is disagreement or disappointment leading to frustration. All communications sent from school need to be professional and respectful to the recipient. We would ask that communications in to school are always courteous in manner and focussed on finding resolution. School staff are under no obligation to respond to aggressive or abusive communication and the school will take action against any aggressive or threatening behaviour.

## No Response

If you have not received a response from the school within three working days please contact the school by emailing [contact@carrhill.lancs.sch.uk](mailto:contact@carrhill.lancs.sch.uk) and we will chase up your enquiry. If a member of staff has passed your communication on to be dealt with by someone else then this should be communicated to you. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

Policy approved: September 2021

Linda Nulty

Sarah Moreton

Chair of Governors

Vice Chair of Governors