

HOME SCHOOL COMMUNICATION POLICY



This Policy was formally adopted by the Governing Body in October 2025

Policy to be reviewed every 3 years.

Next review date October 2028

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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 our 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 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

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the e-safety 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)
- Ensuring that all communications are treated as confidential within the school context.
- Ensuring that all communications are dealt with respectfully and with courtesy.

Staff will **aim** to respond to communication within 48 hours of receiving communications 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.

A copy of our computing policy can be found here:

[HGPS online policy 2025 \(3\).doc](#)

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times.
- Refer to the communication flowchart included in this policy to ensure communications are sent to the right person/people.
- Read the key communication issued by the school through Parentmail and Facebook, including year group daily/weekly messages, the weekly reminder bulletin, Headteacher newsletter and letters. All communications for High Green Primary School are sent through Parentmail. This is managed by the school admin team and SLT.
- 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.

Parents should allow up to 48 hours for staff members to respond. They should **not** expect staff to respond to their communication outside of core school hours, or their working hours if they are part time, or during school holidays.

[Link to parent code of conduct 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 Parentmail

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Consent forms/permissions

If parents are unable to connect to parentmail, email can be used as the next form of communication.

We use **medical tracker** to email and inform parents of any accident or incidents that results in first aid treatment through medical

3.2 Text messages

Parentmail is the main form of communication at High Green however, if this system is not working or in case of emergency we will also use text messages to contact parents.

We will text parents about:

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

3.3 Facebook

We use Facebook to give information about events and to celebrate pupils work, achievements and special events.

3.4 Phone calls

Telephone calls are an appropriate way to notify us that your child will be absent from school. Please telephone us to give brief information about your child that the school needs to know in an emergency, e.g. to let us know that you will be late collecting your child. We ask parents to telephone the school on **01142848264**. The school office is open between 8.15am and 4.15pm, Monday - Friday during term-time.

Letters

We send the following letters via Parentmail regularly:

- Letters about trips and visits
- Our weekly reminder bulletin
- Headteachers Newsletter
- Annual calendar schedule

If a parent requires a letter to be printed this can be done by request through the main office.

3.6 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 Key Stage KS1 and KS2 SATs tests
- Half termly pupil progress reports

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

3.7 Meetings

We hold two parents' evening(s) per year, one during the Autumn term and the second during the 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.

3.8 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
- Information about before and after-school provision

Parents check the website before contacting the school.

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

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance. **However, please use the school website, Facebook and reminder bulletin to check for information.** Please see communication flowchart (appendix 1) included in this policy to know which email address to use.

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 two working days.

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

4.2 Phone calls

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

If this is not possible (due to teaching or other commitments), 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 five 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

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email 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 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

5. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every three years.

The policy will be approved by the governing board.

6. Links with other policies

The policy should be read alongside our policies on:

- E-Safety Policy
- Parent code of conduct
- Staff code of conduct
- Compliments & Complaints
- Home-school agreement
- Health & Well-being Policy (Work Life Balance)

Appendix 1: school contact list


Who should I contact?

- Consult the communication flow chart
- Email the most appropriate address from the list below
- Include your child's full name in the subject line

Parent Communication Flow Chart

- We know that when parents have a concern that relates to their child at school, whether it's pastoral, curriculum or staffing in nature, they often feel the best way forward is to ask to see the head or deputy head. In our experience many of these concerns can often be most quickly resolved by talking first to the most appropriate person. The flow chart below outlines who this will be.

Learning Concerns	Pastoral Concerns ↓	Safeguarding	Concern relating to particular learning or physical needs ↓	Issues relating to staff ↓	Concerns & Queries relating to school administration ↓
<p>Please raise your concern with your child's class teacher in the first instance.</p> <p>↓</p>	<p>(Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.)</p>	<p>Please see our Safeguarding poster</p>	<p>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to Autism dyslexia or dyspraxia or a physical need</p> <p>↓</p>	<p>Please contact the Headteacher Mrs Harding</p>	<p>Please speak to Mrs Aldridge School Business Manager</p>
	<p>↓</p> <p>Please raise your concern with your child's class teacher.</p> <p>↓</p>	<p>Please raise your concerns with our Designated Safeguarding Lead Mrs Harding</p>	<p>Please raise your concern with our SENDCo's Mrs Coe- F2/KS1 Mrs Beal- KS2</p>	<p>↓</p>	
	<p>↓</p> <p>If you feel that the class teacher is unable to help for pastoral concerns please contact our SENDCO's Mrs Coe – F2 and KS1 Mrs Beal -KS2</p>	<p>↓</p>	<p>↓</p> <p>Please arrange an appointment with our Deputy Headteacher Mrs Collins.</p>	<p>Chair of Governors Mr P Johnson</p>	
<p>Please make an appointment to see our Deputy Headteacher Mrs Collins if you remain concerned following the steps above.</p>		<p>Chair of Governors & Safeguarding Lead Governor</p>			

	Mr P Johnson		
Please make an appointment to see our Headteacher: Mrs Harding if you remain concerned after following the steps above.			
	Teachers are available after school for informal conversations and appointments can be made with all of the above by contacting the school office on 0114 2848264 or emailing: contactmyteacher@highgreen.sheffield.sch.uk Please state which member of staff your email is for.		
	If you are writing to the school, it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.		

- Our Chair of Governors, Mr. Paul Johnson is also here to support when a parent has a concern or complaint. He can be contacted via the email johnsonp@highgreen.sheffield.sch.uk.
- Our full school complaints policy can be found on our website, or a hard copy can be obtained from the school office.

Useful email addresses

Parents should consult this list to use the correct email address for staff members. If this email address is not listed, please use main school office email and include staff members name in the email subject. This will then be forwarded to the right person.

STAFF MEMBER	EMAIL ADDRESS
School Office	enquiries@highgreen.sheffield.sch.uk
Mrs Lucy Harding (Headteacher/ Safeguarding Lead)	hardingl@highgreen.sheffield.sch.uk
Mrs Jenna Collins (Deputy Headteacher/ Designated safeguarding Lead.	collinsj@highgreen.sheffield.sch.uk
Mrs Natalie Coe (F2/KS1 Special Educational Needs/ Designated Safeguarding Lead/ CLA, Child Looked After Coordinator) Mrs Nickie Beal (KS2 Special Educational Needs Coordinator)	Coen@highgreen.sheffield.sch.uk senco@highgreen.sheffield.sch.uk
Mrs Dawn Aldridge (Business Manager/Attendance Lead)	aldridged@highgreen.sheffield.sch.uk
Class teacher email:	contactmyteacher@highgreen.sheffield.sch.uk
FOTS (Friends of the School)	fots@highgreen.sheffield.sch.uk

Compliments & Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

The school compliments & complaints policy can be found here: [Compliments and Complaints Policy.docx](#)



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