



Maharishi
School
CONSCIOUSNESS-BASED EDUCATION

Home-School Communication Policy

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Signed by:

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Headteacher

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I Birnbaum

Chair of governors

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Statement of intent

Maharishi Mahesh Yogi emphasized that communication should be focused on giving, with the goal of enriching the other person. He stated that when meeting someone, one should consider what they can offer, whether it be a gift, kind words, sympathy, praise, or elevating advice. This approach, he believed, would naturally lead to receiving similar benefits in return.

Maharishi School is committed to fostering a positive relationship with the pupils' parents. Crucial to this is building and maintaining effective ongoing communication between the school and the parents about the pupil's academic performance and personal wellbeing.

Nurturing a positive communicative relationship with parents can help to establish a relationship of trust and confidence for both the school and the parents. It can also help the pupil's attendance, attainment, and wellbeing, and better understand the individual needs, abilities, and interests of the pupils.

Having effective communication in place helps to ensure that parents are more involved in their child's life at school. Effective communication can also ensure that parents are involved in decision-making about their child's needs in the school, such as IHPs or any other actions that impact on the child's educational experiences which require parental involvement.

From the school's point of view, communication with parents should be streamlined, appropriate and focused on the positives of the pupil's educational experiences. This policy outlines how the school puts appropriate systems in place to ensure that communication always remains professional, and that communication doesn't become excessive, unjustified or otherwise unengaging for the parents.



1. Legal framework

This policy has due regard to relevant guidance, including, but not limited to, the following:

- DfE (2024) Toolkit for schools: communicating with families to support attendance
- DfE (2022) Working together to improve school attendance: guidance for maintained schools, academies, independent schools, and local authorities

The policy is implemented in conjunction with the following school policies:

- Home-school Agreement
- Remote Education Policy
- Enabling Good Behaviour Policy
- Child Protection and Safeguarding Policy
- Complaints Procedures Policy

2. Roles and responsibilities

The governing body will be responsible for:

- Ensuring that channels of communication between the school and parents are clear, effective, and understood by all.
- Reviewing any pre-existing channels of communication and identifying any improvements that could be made.

The headteacher will be responsible for:

- Ensuring that channels of communication between the school and parents are clear, effective, and understood by all.
- Ensuring that parents understand how they can best and most appropriately contact the school.
- Leading, developing and implementing any new strategies of communication between the school and parents.

Teachers will be responsible for:



- Responding to queries, comments, and concerns from parents in a positive and proactive fashion.
- Working closely with parents to best support their children in their educational experiences.

Parents will be responsible for:

- Reading the key communications circulated by the school and responding or acting on these when required, e.g. by attending parent-teacher meetings.
- Regularly checking the school website for detailed information about the school calendar, term dates, exam details, monitoring and assessments, school achievements and other useful information.
- Raising any issues or concerns they may have with the appropriate point of contact, e.g. contacting the class teacher with education-related issues.

3. Value of communication

There are a myriad of benefits to the school developing and maintaining positive and consistent channels of communication between themselves and parents. The school will use effective communication to inform parents about its overall aims, ambitions and ethos, whilst using more targeted approaches to inform parents of more specific details pertaining to their children on a more individual basis.

The school, parents and pupils will benefit from there being a two-way communicative approach between the school and parents. That approach is one which will be built on consistency, transparency, respectfulness and valuing each other's contributions.

Parents want to know how their child is progressing at school, in both their academic performance and personal wellbeing, whilst teachers want to understand the needs and backgrounds of the pupils in their classroom. The school will employ an effective system of two-way communication to allow for these details to flourish.

Positive parental support will greatly impact on the pupils themselves. Supportive rapport between the school and parents will increase pupils' confidence and engagement in their learning. This in turn will help to increase how involved parents are in their child's education.

Teachers in turn will value a strong home-school communication thanks to the opportunities for personalisation in a pupil's learning. The school will use strong home-school



communication so that the teacher can be made aware of any needs, interests or areas of concern for the pupil on an individual basis.

4. How the school communicates with parents

The school will utilise a variety of physical and digital mediums to communicate with parents.

Channels can include, but aren't limited to, the following:

- The school website
- The school's social media channels
- Apps such as ClasDojo and ClassCharts
- Phone calls
- Text messages
- Letters
- Emails
- Face to face meetings

The school will avoid technical or complicated educational jargon when communicating with parents – instead emphasising accessibility for parents of all backgrounds. A warm, friendly, welcoming tone across all channels will be utilised to aid in fostering that trustworthy relationship. The school will always respond promptly to emails, letters, and phone calls from parents.

5. Appropriate forms of contact

The school will ensure that contact details are clearly signposted for the benefit of parents; however, the school will also ensure that appropriate means of contact are always prioritised. To clarify means of contact, the school will highlight the most appropriate channels through which parents can contact the school.

The school will have an email address and telephone number for general enquiries publicly available on the school website (01695 729912 and enquiries@maharishischool.com). Enquiries from parents meant for specific staff members (i.e. class teachers, the senior leadership team, school business support staff) can be sent to parents' email address



parents@mahrishischool.com and they will then be referred to the appropriate member of staff.

The school will also communicate through social media accounts but will ensure that any initial contact through social media channels is redirected to the more formal and proper channels, e.g. email. This is to ascertain a clear and documented record of the conversation between the parent and the school. The school will also feature a dedicated avenue of contact for complaints or concerns from parents in accordance with the Complaints Procedures Policy.

6. Excessive contact

The school will ensure that it avoids overloading parents with excessive communications. This can be derived from sending similar updates from too many platforms, e.g. social media, text messaging, emails, newsletters.

The school will avoid using excessive contact to minimise the risk of overwhelming or demotivating parents' interest in their children's education.

The school will prioritise efficient means of communication throughout all channels used to ensure that communication channels are simplified and fit parents' preferences and to solidify a positive two-way communication.

7. Communication response times & escalation procedure

The school aims to respond to all parent communication within **three working days**.

Should a parent feel a matter has not been resolved, or if a response has not been received within this timeframe, the formal escalation route is as follows:

Step 1: Class Teacher or Business Support Team (depending on the nature of the query)

Step 2: Deputy Head or SENCo

Step 3: Headteacher



8. Parents responding to the school

As natural role models for their children, parents are expected to model good behaviour when communicating and interacting with the school. Parents will be made aware of the school's preferred methods of contact and are expected to use these methods when communicating with the school.

Parents are also made aware of the appropriate procedures the school will take if parents display unacceptable behaviour towards school staff in their communication. Where communication from a parent is deemed to be inappropriate, abusive, threatening, defamatory or otherwise unreasonable, the school reserves the right to take proportionate action to protect the wellbeing of its staff.

This may include requesting that future communication is restricted to specific methods, times, or named points of contact, or requiring communication to be made in writing only. In serious or persistent cases, the school may suspend or terminate direct communication with the parent, in line with the Complaints Procedures Policy and relevant guidance on managing unreasonable behaviour. Any such action will be reviewed regularly and lifted where appropriate.

When communicating with the school, parents will be expected to:

- Act in accordance with the school's code of conduct
- Support the school's ethos through their behaviour and actions
- Treat all members of staff, other pupils and other parents with respect
- Work together with staff members for the benefit of their children

Communication involving staff children

Where communication relates to a pupil who is the child of a member of staff, the school will apply the same professional standards, procedures and expectations as for all other pupils and families. This ensures fairness, transparency and consistency for staff and non-staff families alike.

Parents are reminded that it is not appropriate to approach members of staff directly about matters relating to that staff member's child. This includes raising concerns, making comments, seeking explanations, or attempting to resolve issues informally with the staff parent. Any concerns involving a pupil who is the child of a member of staff must be raised through the school's usual formal channels and directed to an appropriate senior leader.



Parents must not discuss concerns about a staff member's child with the staff parent, other members of staff, other parents, or in informal or public settings. Such behaviour may place staff in a professionally compromised or uncomfortable position and will not be tolerated.

Staff parents will not use informal or internal school communication channels to raise matters relating to their own child. They will follow the same procedures as all other parents and will not be involved in decision-making, complaints handling, disciplinary processes or assessments relating to their own child. Alternative arrangements will be made where necessary to avoid conflicts of interest.

Where a parent approaches a member of staff inappropriately regarding their child, the school may intervene and require that all further communication is redirected to a senior leader. Persistent or serious breaches of this expectation may be managed in line with the school's procedures for unacceptable behaviour towards staff.

9. When parents should and shouldn't contact the school

Parents will contact the school if they have a concern about their child, e.g. if a pupil is being bullied or bullying is suspected of taking place. The school will have procedures in place for when parents want to raise concerns with specific members of staff.

Parents will refrain from contacting the school if they intend on displaying inappropriate behaviour towards the school.

Parents will take the work/life balance of school staff into account by avoiding contact with the school or individual staff members outside of normal school hours. This will be except for emergency situations, e.g. where a safeguarding concern requires immediate attention.

10. Communication plan

The school will implement the below communication plan template to streamline the school's lines of communication and ensure that staff members understand their duties regarding sending and receiving communications.

This template will be used in accordance with school policies and documents, including those pertaining to complaints and freedom of information requests.

The template will be amended to reflect the school's specific requirements, mitigate excessive contact, and identify the staff members who carry out the relevant communications.



Communication plan			
Method of communication	Details	Intended recipient/audience	Who is accountable for this?
Posts on the school website	To communicate clearly, support learning and development and engage and inspire	The whole school community and the wider general public	The School Assistant Business Manager
Social media posts on school accounts	To communicate clearly, support learning and development and engage and inspire	The whole school community and the wider general public	The School Business Support Officers
ClassDojo (primary phase) or ClassCharts (secondary phase)	To communicate clearly, support learning and development and engage and inspire	Parent/carers and teachers	Class teachers/parents/carers
The school notice board	To communicate clearly upcoming events, school holiday dates, parental drop-in meetings	The whole school community and the wider general public	The School Business Support Officers
Advertisements and marketing materials	To communicate clearly, support learning and development and engage and inspire	The whole school community and the wider general public	The Headteacher and School Business Manager
Text messages	Emergency school closures, for example, due to bad weather. Reminders about	Parents/carers	The School Business Support Officers



	missing absence notifications. Trip travel updates.		
Letters and emails sent to parents	Provide timely, accurate, and accessible information about school policies, events, and updates.	Parents/carers	The School Business Support Officers

Contacting the school			
Query	Who to contact	Contact information and availability	
Absences	The school office	The office can be reached on phone number 01695 729912: Option 1 for primary phase absence Option 2 for secondary phase absences The office is open between the hours of 08:30am and 4:00pm.	
Complaints	Refer to Complaints Policy	Available on school website	
Freedom of information and subject access requests	Refer to Subject Access & Pupil Information Policy	Available on school website	
Safeguarding concerns	Designated Safeguarding Lead (DSL)	The office can be reached on phone number 01695 729912, option 3.	



		The office is open between the hours of 08:30am and 4:00pm.
General queries	The school office	<p>The office can be reached on phone number 01695 729912, option 3.</p> <p>The office is open between the hours of 08:30am and 4:00pm.</p>

11. Monitoring and review

This policy will be reviewed annually by the governing body, and any changes will be communicated to all parents and members of staff.

The next scheduled review date for this policy is February 2027.

