St Edmund Arrowsmith Catholic High School

*Prepare the way of the **Lord***

Home-School and Communication Policy

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School Contact List

Approved by: the Full Governing Body:



Date: 5 December 2023

S Westhead
Chair of Governors

Last reviewed on:	November 2023
Updated Approved: S&E Committee	27 January 2026
Updated: [minor changes]	16 October 2026
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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 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 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, Electronic Information and Communications Systems policy and the ICT 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)

Staff will **aim** to respond to communication during core school hours (8.00am - 4.00pm), 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.

Further information can be accessed via the school's ICT Safety policy. This can be accessed via the school website.

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 Home-school agreement.

Parents should **not** expect staff to respond to their communication outside of core school hours (8.00am – 4.00pm]), or during school holidays.

3. How we communicate with Parents and Carers

Parents should monitor all of the following modes of communication regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Communication through Arbor

In the first instance, all communication from school will be made through Arbor. We will use this to communicate: -

- General information sharing.
- Upcoming school events.
- Short-notice changes to the school day or normal routine.
- Sharing reports and/or updates on matters in school specifically relating to their child.
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.
- Class activities or teacher requests.

3.2 School Calendar

Our school website includes a full school calendar for the academic year. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions. Any such event will be included in the school calendar.

3.3 Phone Calls

We strongly believe in the fostering of strong links between home and school. Phone calls may take place to discuss pupils' performance (both positive and negative), or to communicate some pastoral concerns.

3.4 Letters

We send the following letters home regularly: -

- General information sharing.
- Upcoming school events.
- Short-notice changes to the school day or normal routine.
- Sharing reports and/or updates on matters in school specifically relating to their child.
- Scheduled school closures (for example, for staff training days).
- School surveys or consultations.

Class activities or teacher requests

3.5 Pupil Jotter

Parents may use pupil jotter to communicate with school. Homework details are shared through the platform of Arbor

3.6 Reports

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

- Two reports which detail the progress and attitude across all parts of the curriculum. These will be issued following two assessment points in the year. One will be issued at the end of the year but the other will vary according to pupils' specific year group.
- Other reports may be issued to parents where school feels there is a specific need.

3.7 Meetings

We hold one parents' evening per year with subject teachers. During this meeting, 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.

We also hold a Progress Review Day meeting where parents/carers meet with form tutors to discuss the end of year report and to set targets for the following year.

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

If parents would like to schedule a meeting with a member of staff, they should contact school through Arbor. We try to schedule all meetings within (5] working days of the request. Meetings may be used to discuss: -

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing.

Parents/carers can be accompanied by **one** person. **That other person cannot contribute to the meeting.** The meeting is only between the parent/carer and school.

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 should 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 Communication through Arbor

Parents should always use Arbor to contact the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all contact as soon as possible, but no later than 5 school days.

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

Staff will not (be expected to) respond to communication from parents outside their working hours (8.00am to 6.00pm)

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should contact the school office and the relevant member of staff will contact them as soon as possible, but no later than 5 school days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

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 contact reception.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should contact school through Arbor using staff list in Appendix 1. We try to schedule all meetings within (5] working days of the request. Meetings may be used to discuss: -

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing.

Parents/carers can be accompanied by **one** person. **That other person cannot contribute to the meeting.** The meeting is only between the parent/carer and school.

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 the following languages: -

- English

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 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 policies on: -

- ICT Safety policy.
- Electronic Information and Communications Systems Policy.
- Parent code of conduct
- Complaints
- Home-school agreement

Appendix 1: # School Contact List

Who should I contact?

All communications to school should go through Arbor. To ensure the correct person receives the correspondence, please refer to the appropriate person from the box below. Include your child's full name in the correspondence and the name of the appropriate member of staff in the main body of the text.

We try to respond to all correspondence within 2 working days.

Form tutor	General pastoral issues. Issues might include: 1. Lost property. 2. Uniform issue. 3. Minor friendship issues. 4. Minor illness. 5. Homework issue.
Director of Learning	More specific issues. Issues might include: 1. Bullying. 2. Progress and attainment. 3. Wellbeing. 4. Change in family circumstances. 5. Concerns about effort and attitude. 6. Major friendship issues.
Head of Department/classroom teacher	Issues that are related to specific lessons. Issues might include: 1. Homework concerns. 2. A concern over progress. 3. A classroom incident that requires clarification. 4. A classroom incident that requires investigation. 5. A request for additional information.
Finance	Issues related to • Arbor payments • School trips • Catering issues.
Pastoral Hub	Please contact the hub to relay information on: 1. Lost property. 2. All medical issues including care plans, distribution of medicine and vaccinations. 3. Care Plans 4. Toilet passes 5. Nurse's information
Attendance Officer	▪ Attendance issues – contact school via telephone (01942 725651) or send message via Arbor. ▪ Holiday requests – form can be collected from reception or can be accessed via the school website. ▪ Medical appointments- pupils should bring medical evidence into school or have a note in planner from parent requesting permission to leave school.
SENCO	▪ Concerns with pupils who have been identified with educational needs. ▪ Concern with a pupil who may display SEND associated behaviours.
Complaints	▪ All serious complaints should be made by contacting the Headteacher's PA in the first instance; or by using the Complaints Notification Form which is available via school website

❖ Mobile phones and the use of social media platforms is banned in school.
❖ Issues created from the use of social media platforms outside school should be dealt with at home.