



Southfields Primary School

Home-School Communication Policy

Date agreed: September 2026

Review Date: September 2027

This policy, having been presented to, and agreed upon by the whole staff and Governors, will be distributed to:

- All teaching staff
- School governors

A copy of the policy will also be available in:

- The Staffroom
- The Head's office
- School web site

This will ensure that the policy is readily available to visiting teachers, support staff and parents.

Southfields Primary is totally committed to social justice and improving life chances for potentially vulnerable children. It is dedicated to sharing its work and findings beyond the school to improve outcomes for as many children as it can reach and has a particular specialism in Speech and Language development.

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 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 8:00am – 5:00pm Monday to Friday, 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 will endeavour to reply to messages within 48 hours except over weekends when it will take longer or during school holidays.

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
- 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, email or on DoJo – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be passed to the Headteacher.

Parents should **not** expect staff to respond to their communication outside of core school hours 8:00am – 5:00pm Monday to Friday, or their working hours (if they work part-time). Staff will endeavour to reply to messages within 48 hours except over weekends when it will take longer 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 DoJo

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

3.2 School calendar

Our DoJo calendar and website calendar includes a full school calendar for the current term

Where possible, we try to give parents at least 2 weeks' notice 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 both the DoJo and website calendars.

3.3 Phone calls

Staff will call parents to discuss any welfare issues, absence (if parents have not responded to Arbor or DoJo messages), and sickness during the school day.

3.4 Letters

We send the following letters home regularly:

- Letters about trips and visits

3.7 Reports

Parents receive reports from the school via the Arbor Parent Portal 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
- A report on the results of public examinations

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

3.8 Meetings

We hold one Parent Evening per term in Autumn and Spring. 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 Parent 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.

3.9 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 DoJo

Parents should always DoJo the appropriate member of staff, about non-urgent issues in the first instance.

We aim to respond to all DoJos between the hours of 8:00am-5:00pm Monday to Friday, please do not expect a reply outside of these times. Staff will endeavour to reply to messages within 48 hours except over weekends when it will take longer or during school holidays.

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 DoJo the relevant member of staff who will contact them within 48 hours except over weekends when it will take longer or during school holidays.

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 48 hours except over weekends when it will take longer or during school holidays.

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 DoJo the relevant member of staff who will contact them within 48 hours except over weekends when it will take longer or during school holidays.

We try to schedule all meetings within one week 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. 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 are published on DoJo, which can be manipulated via your phone settings for size and language
- All communications are written as clearly and concisely as possible
- Accessibility is considered when updating the school website (e.g. providing alt text for images and 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 on DoJo, which can be manipulated via your phone settings language.

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 2 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 and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Social media policy

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or DoJo message the most appropriate address/member of staff
- Include your child's full name in the subject line of emails

We try to respond to all emails within 48 hours except over weekends when it will take longer or during school holidays.

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	Mrs Hilton or Mr Brierley
Payments	Email school office
School trips	Email school office
Uniform/lost and found	Email school office
Attendance and absence requests	If you need to report your child's absence, please do so via the Arbor Parent Portal If you want to request approval for term-time absence, please complete the Leave of Absence form on the school website For any other attendance queries please contact Mrs Dale via DoJo
Bullying and behaviour	Class teachers or Year Leads: EYFS/Y1/Y2 – Miss Wilson Y3/4 – Mrs Marsden Y5 – Mrs Welsh Y6 – Miss Harris
School events/the school calendar	Mrs Dale

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs (SEN)	Mrs Hilton
Before and after-school clubs	Email school office
Hiring the school premises	Email school office
PTA	Email school office
Governing board	Clerk to the Governors
Catering/meals	Email school office

Complaints

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