



Home-School Communication Policy

At Greasley Beauvale Primary and Nursery School, the Governors recognise the importance of ensuring equal opportunity for all children and adults. The Governors will continue to ensure that this is an essential element of all school policies and actions.

The right to develop, learn and work in an environment free from discrimination is implicit in our school's ethos and embodied in its Vision.

Our Vision:

At Greasley Beauvale Primary and Nursery School, our vision is for everyone to **reach their true potential, nurture their talents** and foster a personal **love of learning** through a **safe, engaging and challenging curriculum. We take notice of each other** and **strive to be healthy and happy in body and mind.** We **champion physical, emotional and mental wellbeing** to **promote the best outcomes for everyone** to **build a healthy future together.**

At Greasley Beauvale Primary School, you are "Learning for Life" to "Paint Your Own Rainbow"

This latest update of this policy was written in March 2025. The Full Governing Body approved it remotely through the School Bus in March 2025.

Nominated SLT member responsible for policy: Mrs Michelle Bates

Next review date: Summer 2026

Statement of intent

At Greasley Beauvale Primary and Nursery School, we understand the importance of the relationship between parents and carers, pupils and the school. Crucial to this is building and maintaining effective ongoing communication between the school and the parents and carers about the pupil's academic performance and personal wellbeing. Effective communication can also ensure that parents and carers are involved in decision-making about their child's needs in the school that influence the child's educational experiences.

From the school's point of view, communication with parents and carers should be streamlined, appropriate and focused on 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 does not become excessive or unjustified.

The school's objectives are to:

- Have a clear and professional communication strategy in place, which helps to keep parents and carers well-informed about their child's educational progress and any other matters related to their child's overall wellbeing.
- Improve the quality of education by making sure there is a robust process in place for consultation between the school, parents and carers, staff members and pupils on key areas.
- Monitor and evaluate communication issues through regular meetings with staff, parents and carers and members of the school community and adjust accordingly.

Our Rainbow Values:

Respect and acceptance – “Being ready, respectful and safe in everything we do”

Active body and active mind – “Take ownership over your physical and mental wellbeing”

Inclusive yet individual – “Embrace diversity and be proud of who you are”

Nurture, develop and grow – “Persevere and take risks with your talents and potential”

Believe in yourself – “Be confident in your choices”

Overcome your obstacles – “Be brave, show resilience and challenge yourself”

Wonder and curiosity – “Ask questions and seek answers”

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 and carers. The school will use effective communication to inform parents and carers about its overall aims, ambitions and ethos. In addition, it will aim to use more targeted approaches to inform parents and carers of specific details pertaining to their children on a more individual basis.

The school, parents and carers and pupils will benefit from there being a two-way communicative approach. That approach is one which will be built on consistency, transparency, respectfulness and valuing both contributions.

Parents and carers 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 influence 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 effective 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.

Legal framework

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

- Education Act 2002
- General Data Protection Regulations (GDPR)
- Data Protection Act 2018
- Freedom of Information Act 2000
- DfE (2024) Toolkit for schools: communicating with families to support attendance
- DfE (2024) Working together to improve school attendance: guidance for maintained schools, academies, independent schools, and local authorities

This policy operates in conjunction with the following school policies:

- Data Protection Policy
- Freedom of Information Policy
- Child Protection and Safeguarding Policy

- Behaviour Policy
- Complaints Procedures Policy
- Attendance Policy
- Adverse Weather Policy
- Staff Code of Conduct
- Acceptable Use Agreement
- Separated Parents Policy
- Parent and Carer Code of Conduct
- Separated Parents Policy
- Staff Wellbeing and Work-life Balance Policy
- Managing Stress and Promoting Wellbeing Policy and Toolkit

Roles and responsibilities

The governing board 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.
- Ensuring that all lines of communication between all stakeholders are appropriate and professional.
- Following the complaints procedures where cases or scenarios need to be escalated.
- Ensuring that the school takes instances of inappropriate behaviour very seriously and will have a zero-tolerance to any circumstances that may make pupils, staff members and other members of the school community feel threatened or at risk of harm.

The Head Teacher 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.
- Placing key policies, documents and procedures in areas that maximise their accessibility and usefulness to the entire school community.
- Communicating the curriculum clearly to parents and carers.
- Informing parents and carers of all school events within appropriate timelines.
- Regularly keeping parents and carers informed of their child's progress.

- Informing parents and carers about the types of data that the school holds concerning pupils, who controls the data, why that data is held and who it may be shared with. This information will be concise, transparent, and easily accessible; written in a clear and plain language; and free of charge.
- Ensuring that parents and carers understand their right to access information about their child that is held by the school.
- Ensuring that parents and carers also understand their rights to rectification, to erasure, to restrict processing, to data portability and to object to processing.
- Ensuring that consent obtained from parents and carers, or pupils, regarding the processing of personal data, is freely given, specific, informed and an unambiguous indication of the individual's wishes. Consent cannot be inferred from silence or inactivity.
- Ensuring that individuals are informed of their rights to withdraw consent and are provided with easy ways to do so.
- Taking steps to ensure parents and carers who do not have access to the internet can still access the information that is included on the school website.
- Ensuring that the school takes instances of inappropriate behaviour very seriously and will have a zero-tolerance to any circumstances that may make pupils, staff members and other members of the school community feel threatened or at risk of harm.

Teachers will be responsible for:

- Responding to queries, comments, and concerns from parents in a positive, professional and proactive fashion.
- Initiating first contact with parents by introducing themselves to the parents of pupils at the start of each academic year.
- Working closely with parents to best support their children in their educational experiences.
- Ensuring the principles and procedures of this policy are followed.
- Professional communication with pupils, parents and carers and other staff members within school.
- Communicating proactively with parents and carers about pupil progress and helping parents and carers to support their child's learning.
- Ensuring that relevant information is passed on to supply teachers.
- Updating classroom planning files with specific pupil information.
- Directing parents and carers to the school office where appropriate (e.g. regarding illness, uniform, attendance queries).
- Ensuring that the school's policy in taking instances of inappropriate behaviour very seriously. Staff should support a zero-tolerance approach to any

circumstances that may make pupils, staff members and other members of the school community feel threatened or at risk of harm by reporting their concerns to the Head Teacher or senior leaders without delay.

Parents and carers will be responsible for:

- Supporting and reflecting the school's ethos and Rainbow Values through their behaviour and communications with anyone associated with Greasley Beauvale Primary and Nursery School.
- 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, Weduc and newsletters 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.
- Engaging with verbal communications, so that they understand the information being communicated to them.
- Informing the school of medical conditions or allergies their child has, along with medical documentation relating to these conditions.
- Informing the school of child protection matters, legal issues or relevant duties with appropriate documentation.
- Raising any issues or concerns they may have with the class teacher in the first instance.
- Communicating with the school office regarding illness and attendance issues.
- Courteous and polite communication with staff members within school (e.g. considering the tone and timing of communication).
- Following the complaints procedures where incidents and scenarios need to be escalated.
- Ensuring that they follow the Parent and Carer Code of Conduct by ensuring that they always communicate and behave in a safe and respectful manner with all members of the Greasley community.

How the school communicates with parents

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

Channels can include, but are not limited to, the following:

- The school website
- The school newsletter

- The school's social media channels (e.g. Facebook and Instagram)
- Communication Apps (e.g. Weduc)
- Phone calls
- Emails
- Text messages
- Letters
- Face to face meetings
- Home-School communication books (where these are used for 1:1 children)
- Reading diaries

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 with parents and carers. In return, the same friendly and respectful tone and approach will be appreciated by all parents and carers towards staff.

The school will always respond to general emails, letters, and phone calls from parents as soon as possible. However, all staff members have up to **48 working hours** to respond to communication. In the case of a complaint the timelines will follow those set out in the Complaints Procedure.

Staff members will have **10 working days** to reply to requests for paperwork associated with Special Educational Needs and Disabilities (SEND). Examples may include (but not limited to) DLA forms, Getting to Know Me Forms, Vanderbilt questionnaires, escalation letters for the GP.

Staff members will try to respond to any passport application requests within **5 working days**. However, staff members do have the right to refuse to any requests.

Appropriate forms of contact

The school will ensure that contact details are clearly signposted for the benefit of parents and carers. 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. When parents and carers then contact the school, the message, email or letter may be redirected to the most appropriate staff member to respond.

The school will have an email address and telephone number for general enquiries publicly available on the school website. Enquiries meant for specific staff members (i.e. curriculum lead, SEND, Head Teacher, office of class teachers) can then be referred to the appropriate member of staff. Alternatively, the school may display

specific email addresses for any of the following key members of staff. Examples may not include, but not limited to:

- Head Teacher
- Data Protection Officer
- SENDCo
- Co-Chairs of Governors
- Nursery Admissions

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, Weduc and website. 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.

Excessive contact

The school will ensure that it avoids overloading parents with excessive communications.

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.

At times, the school may also have to monitor excessive contact from parents and carers towards staff members. This may result in a discussion about meeting in person or communicating in a more conducive way to support the child.

The school may decide to talk to a parent or carer about excessive communication if parents and carers choose to speak to several members of staff about the same issue. Parents and carers should decide from the outset who they wish to communicate with about a school issue or problem and try to continue with that same staff member until a resolution is met or the issue needs escalating. This is to prevent any miscommunication, natural differing or opinions or potentially different actions being implemented.

Parents responding to the school

As natural role models for their children, parents and carers will be required to model positive and respectful behaviour when communicating and interacting with the school. Parents and carers will be made aware of the school's preferred methods of contact and that those methods will be used by the parents when needed.

Parents and carers will also be made aware of the appropriate procedures the school will take if parents display unacceptable behaviour towards school staff in their communication.

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

- Act in accordance with the school's policies
- 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

In return, the same criteria will be followed by all staff towards all parents and carers.

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 taken place. The school will have procedures in place for when parents want to raise concerns with specific members of staff.

Depending on the nature of the communication, different policies and procedures will be followed (and by different staff members with different roles and responsibilities). E.g. for a bullying query, the anti-bullying policy will be used and the class teacher will be involved at the first instance. Later, the anti-bullying lead may be involved in the communication and case. The school makes it clear that the Head Teacher is not always the first person to deal with communication.

Parents will refrain from contacting the school if they intend on displaying inappropriate behaviour towards the school. In these instances, they should wait until they are calm and respectful. If they cannot wait, and the issue is immediate, then they should first put their concerns in writing to the appropriate member of staff, and then arrange to talk to a staff member when the matter can be dealt with professionally and courteously.

Parents should 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.

In return, all staff members will communicate with the school community and individual parents and carers within school hours.

School hours are currently 8am to 6pm. No messages or communication will be sent, or responded to, outside of these times.

The school aims to respond to all email/message enquiries within 48 working hours. Staff and parents and carers are aware that part-time staff may take longer to reply due to the nature of their work schedule (e.g. if a staff member works Monday to

Wednesday and receives a message on a Wednesday evening, they have until the following Tuesday evening to respond.)

If parents and carers have a job-share as their child's teachers, they should message both teachers to ensure that they get a timely response (so that either teacher can respond in the 48 hour time scale.)

Internal and external communications

All staff members are aware of the school policies and the Staff Code of Conduct, which details a variety of school procedures.

Staff members' personal details will not be shared with external agencies without their consent.

Under no circumstance will staff members' personal details be shared with parents and carers.

Staff members will not communicate with parents and carers via social networking sites, or accept 'friend' requests, except in the case where friendships have been in place historically and the Head Teacher is informed.

Staff members will not communicate with any pupils via social media sites.

Staff members will be able to communicate with parents, carers and the wider community through blogs or social media pages set up specifically for the purpose of teaching and learning and the promotion and celebration of the wider school, in accordance with the Acceptable use policy, and code of conduct policy.

Parents and carers will be contacted through the following methods:

- Letters home
- The Weduc App
- Phone calls
- Website
- Microsoft Teams where required

Parents and carers will receive newsletters through the Newsfeed on Weduc.

For general enquiries, parents and carers are required to ring the school office, to speak to a member of the team, which is open from Monday to Friday between 8:00am and 4:00pm, on 01773 712128.

For non-urgent enquiries, parents and carers are required to email. All emails to the school will specify the member of staff that the query is addressed to. Parents and carers may also choose to use the messaging facility on Weduc.

School hours for all methods of communication is currently between 8am to 6pm. No messages or communication will be sent, or responded to, outside of these times. Please be mindful that on during nights where there are staff meetings or training

events, staff will respond the following day (but always within the 48 working hours). If you require an answer quickly then please call the school office above.

Continuous home-school communication

The school regularly updates parents and carers of ways in which they can support pupils' development and progress through activities to be completed at home. In addition, school regularly shares updates and successes across the school community using the Weduc newsfeed, blogs on the 'Latest News' section of the website, class pages and through school Instagram and Facebook news pages and accounts.

The school subscribes to an electronic communication system, Weduc, which is utilised to achieve effective and consistent communication with parents and carers. The school will ensure that:

- All staff will be able to access and use the messaging system.
- Parents and carers are asked to provide their consent and details for the use of the system at the beginning of each academic year.
- If any changes are made to the service, or the way data is processed on the system, parents and carers are informed, and consent will be renewed.
- Any parents and carers who cannot be contacted via the messaging system will be contacted via another method set out in this policy.

Parents and carers will be invited to partake in any educational visits.

Class teachers will be available to discuss pupils' progress and any concerns with parents and carers before the start and end of each school day, via Weduc or phone call. Where video calls are required, in exceptional circumstances, Zoom or Teams may be used.

A tour will be held by the Head Teacher, or member of the office, for new parents and carers prior to their child's entry to the school.

Parents and carers are encouraged to communicate with classroom teachers via Weduc.

Parents and carers should write messages on Weduc. Staff will only respond to messages between the hours of 8am and 6pm. This is to ensure that they have a work life balance. Urgent information should be communicated via the school office or phone.

Staff members and parents and carers should be aware that communication through Weduc or email chains may be added to our internal system, CPOMS, as a record. This will then be held on the child's school record and may transfer from school to school in the event that the child moves on to another school or secondary school.

Email communication

Email and internet access will be used in line with the school's Data and Acceptable Use Agreement.

Messages will not be used as a substitute for face-to-face communication. Staff members will consider the best way to communicate according to each individual situation.

Staff members will not engage in personal correspondence with pupils.

Communication between pupils and parents and carers with staff members will be carried out via the Weduc app and not via staff members' personal email addresses or personal phone numbers.

Chain emails or messages will not be allowed.

Staff will ensure that the sending of attachments is limited to only work-related emails.

Parents and carers will only use Weduc or phone to contact staff directly. Some leaders may use their school email addresses to communicate (e.g the Head Teacher, other leaders and the SENDCo).

Parents and carers will be aware that teachers are not in a position to check messages consistently throughout the day as they are teaching, attending training etc.

The school aims to respond to all email/message enquiries within 48 working hours. Staff and parents and carers are aware that part-time staff may take longer to reply due to the nature of their work schedule (e.g. if a staff member works Monday to Wednesday and receives a message on a Wednesday evening, they have until the following Tuesday evening to respond.)

If parents and carers have a job-share as their child's teachers they should message both teachers to ensure that they get a timely response (so that either teacher can respond in the 48 hour time scale.)

Abusive, rude or inappropriate messaging or posting on news feeds is not acceptable and this will be dealt with in accordance with the Acceptable use policy, which may involve the police.

Illness, holidays and Absence

All communication about any form of absence should be directed to the school office through Weduc, office@greasley.notts.sch.uk or by calling 01773 712128. Teachers should not receive messages about absences and will direct parents and carers to the office if they are used as a first port of call.

If a pupil is absent from school, and the school has no indication of the reason for the absence, the school will contact the first contact parent or carer via telephone. If no contact can be made, Weduc messages will be sent. If there is no contact from a parent or carer on the first day of absence, to find out the reason for the absence, other relatives on the contacts list may be used.

If no contact can be made with any named parent, or relative, the school has the right to do further investigation to ensure the pupil's wellbeing and safety. This may involve home visits where necessary, especially where the child has not been seen in a few days. In addition, school has the duty of care to the child to contact the

Nottinghamshire Local Authority if they feel the child is at risk of being Absent or Missing from Education by day 10 (2 weeks).

Meetings

A programme of all staff meetings will be set out in the school monitoring timetable, which is stored on the school system. Meetings in school (of varying levels and types) take place between a Tuesday to Thursday.

All formal meetings with parents and carers will be minuted by a member of the team and members are invited to contribute to the actions and outcomes. Minutes will not be sent out to parents and carers automatically. Therefore, these should be requested verbally or in writing if a copy is desired.

When parents and carers wish to organise meetings with members of staff, they will first contact their child's classroom teacher (if the query is relevant to a specific subject).

Parents and carers are required to organise meetings with members of staff prior to conducting a meeting.

If parents and carers urgently need to have a meeting with a member of staff, they will phone the school office and the reception staff will do their best to find a senior member of staff to see parents and carers.

Lessons will not be interrupted to accommodate parents and carers needing to speak to a teacher.

For non-urgent meetings between parents and carers and members of staff, the school will aim to meet parents and carers within five working days.

Where a meeting request forms part of a complaint, the Complaints Procedure Policy will be followed.

The school will determine the level of urgency in requests for meetings, which will aid in managing multiple demands.

In some cases, meetings may be online via Teams, ZOOM or School Cloud. The same protocols apply.

School prospectus and handbooks

The prospectus, varying handbooks and school website will be utilised to communicate information regarding the following:

- Clubs and activities
- School hours
- School uniform
- Term dates
- Pupil safety
- The school calendars

- Ofsted reports
- Exam information
- Informal communication between teachers and parents and carers

The school prospectus will be updated each summer term ready for the forthcoming academic year.

The content of the prospectus will complement the work of the school, as well as contain information about the most recent activities and successes of the school, including progress, priorities and performance.

The Rainbows Nursery will have its own separate handbook and Reception starters will have a starter handbook to aid transition and a welcome to school.

Emergency communication

All parents and carers will be responsible for ensuring that the school has their latest contact details, including their address, telephone number and email address, so that they can be contacted in the event of an emergency.

If a pupil is seriously ill or injured, the school will attempt to contact the pupil's emergency contact(s) via telephone.

Separated Parents are responsible for having plans in place for their children and ensuring that school are aware of any orders, special arrangements or domestic arrangements. However, school will act in the best interest of the child and not get caught up in disputes that arise from separation (see the school's separated parents' policy).

Where an incident affects the whole-school community, such as power failure or snow, the school will send all parents and carers via Weduc.

If the school is closed for more than one day due to adverse weather or similar problem, an update will be posted on via Weduc.

The local radio station, Capital or Radio Nottingham will broadcast a closure announcement in the event of the school closing due to adverse weather or another emergency situation, in accordance with the Emergency plan.

In the event of a serious incident, the school will follow its emergency plan – parents and carers will receive updates on how the school will communicate with them during an evacuation, lockdown or evacuation via Weduc or letter.

Accessing information

In accordance with an individual's right of access under the GDPR, personal information (such as educational records), confirmation of data processing, and other supplementary information will be shared with individuals who request access.

In the event of a Subject Access Request (SAR) or Freedom of Information Request (FOI) specific actions, timescales and policies will be followed accordingly and directed to the appropriate members of staff (including informing the Governing Body).

Monitoring and review

This policy will be reviewed annually by the governing board, and any changes will be communicated to all members of staff and the school community. The policy will be held on the school's website for parents and carers and stored on the school system for staff.

The next scheduled review date for this policy is summer 2026