

HOME - SCHOOL COMMUNICATION POLICY SUMMARY



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RESPONSIBILITIES OF PARENTS/CARERS

- **Support School Ethos:** Reflect school values in behaviour and communication.
- **Stay Informed:** Read and respond to school communications by checking the website, Weduc, and newsletters.
- **Raise Concerns Appropriately:** Contact the class teacher first for education-related issues and then use proper channels for complaints.
- **Safeguarding & Health and Safety:** Inform the school of medical conditions, allergies, and child protection matters.
- **Communication Etiquette:** Be courteous and polite by following the Parent and Carer Code of Conduct.
- **Attendance Issues:** Communicate with the school office regarding illnesses and absences.



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SCHOOL'S COMMUNICATION METHODS:

Channels Used:

- School website
- Newsletters and posters
- Social media (Facebook, Instagram)
- Communication apps (Weduc)
- Phone calls, emails, text messages, letters
- Face-to-face meetings
- Home-school communication books, reading diaries

Tone and Accessibility:

- Avoid technical jargon; ensure communications are accessible.
- Maintain a warm, friendly tone and expect the same from parents.

Response Time:

- General enquiries: within 48 working hours.
- Complaints: follow the Complaints Procedure timelines.

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MANAGING EXCESSIVE CONTACT:

- **Efficient Communication:** Prioritise streamlined communication methods.
- **Handling Excessive Contact:** Monitor and address excessive contact and suggesting meetings if necessary.



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PARENT-TEACHER INTERACTION GUIDELINES:

Respect and Collaboration:

- Act respectfully towards staff, pupils, and other parents by working together for the child's benefit.

When to Contact:

- For concerns like bullying, contact the appropriate staff following the relevant policy.
- Avoid contacting the Head Teacher first. Follow the designated procedure and speak to teachers in the first instance.

Appropriate Communication:

- Wait until calm to address issues. Inappropriate behaviour will not be tolerated.

School Hours:

- 8am to 6pm; no messages outside of these times please.

Response Times:

- Full-time staff respond within 48 hours. Part-time staff may take longer.



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ILLNESS, HOLIDAYS, AND ABSENCES:

Reporting Absences:

- Use Weduc, email (office@greasley.notts.sch.uk), or call 01773 712128. Teachers will redirect any absence messages to the office.

Unreported Absences:

- The school will contact parents or carers if no reason is provided. School may involve home visits or contacting local authorities if necessary.

FOR THE POLICY IN FULL, VISIT WWW.GREASLEYBEAUVALE.CO.UK