



# St Mary and St John Church of England Primary School

*'Let all that you do be done in love.'*  
1 Corinthians 16:14'

## Home School Communication Guidelines

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 these guidelines 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.

## Roles and responsibilities

### Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of these guidelines
- Regularly reviewing these guidelines.

### Staff

All staff are responsible for:

- Responding to communication from parents in line with these guidelines
- 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, 8am – 4pm, 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.

## 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 parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours, or during school holidays.

Our parent code of conduct can be found on the school website.

## 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.

### Email

We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for INSET days)
- School surveys or consultations
- Class activities or teacher requests

### Phone calls

Staff may call home to discuss children's progress, wellbeing, behaviour or attendance. A staff member may ask to schedule a call to enable a discussion to be had at a suitable time for a parent.

### Letters

We send the following letters home regularly via parentpay:

- Letters about trips and visits
- Consent forms
- Our fortnightly newsletter
- Significant school updates

### Reports

Parents receive reports from the school 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 at the end of each Key Stage that details assessment results.

## Meetings

We hold two parents' evenings per academic year (Autumn Term and Spring Term). 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 parents' evenings if there are concerns about a child's achievement, progress, attendance 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 discuss these additional needs.

## 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.

## 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.

### Email

Parents should always email the school office about non-urgent issues in the first instance. The office will forward emails to the appropriate member of staff.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

### Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office ([office.3834@ssmj.oxon.sch.uk](mailto:office.3834@ssmj.oxon.sch.uk)) and the relevant member of staff will contact them within 3 working days.

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 3 days of your request.

If the issue is urgent, parents should call the school office and this will be dealt with immediately.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please contact the office via the office email address [office.3834@ssmj.oxon.sch.uk](mailto:office.3834@ssmj.oxon.sch.uk).

## Meetings

If parents would like to schedule a meeting with a member of staff, they should email or call the school office to book an appointment.

While teachers are available at the 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.

## Monitoring and review

The headteacher monitors the implementation of these guidelines and will review them every three years.

## 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 [office.3834@ssmj.oxon.sch.uk](mailto:office.3834@ssmj.oxon.sch.uk) or call the school office on 01865 723841.
- Put the subject and the name of the relevant member of staff in the subject line (for emails)
- We will forward your request to the relevant member of staff.

**Remember:** check our website first as much of the information you need is posted there.

We try to respond to all emails within 3 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	School office for the attention of the class teacher
My child's wellbeing/pastoral support	School office
Payments	School office for the attention of the School Business Manager
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call the school office. If you want to request term-time absence, contact the school office for the attention of the Deputy Head
Behaviour	School office for the attention of the class teacher or Phase Leader
School events/the school calendar	School office for the attention of the office administrator
Special educational needs (SEN)	Please email <a href="mailto:SENCo@ssmj.org">SENCo@ssmj.org</a>
Before and after-school clubs	School office
Hiring the school premises	School office for the attention of the School Business Manager
PTA	Please email <a href="mailto:maryandjohnptasecretary@gmail.com">maryandjohnptasecretary@gmail.com</a> or leave a letter at the school office marked for the attention of the PTA Committee
Governing board	Please email <a href="mailto:ssmigovertors@gmail.com">ssmigovertors@gmail.com</a> or leave a letter at the school office marked for the attention of the Chair of Governors
Catering/meals	School office for the attention of the Kitchen Team

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on the school website.