

# West Twyford Primary School



## **West Twyford** Primary School

### Home School Communication Policy

Last reviewed on:	Autumn 2025
Next review due by:	Autumn 2027
Approved by:	FGB

# 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

We aim to respond promptly and clearly to communication from parents. The aim of this policy is to ensure that it is clear how parents can contact the school and the timeframes for a response. We do aim to deal with communication as soon as possible. However, in a busy school this cannot always be immediate.

## 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 their working school hours. 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.

### 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 parent code of conduct.

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

In the case that communication from parents/ carers is not appropriately respectful, school reserves the right not to respond to it. In this case parents/ carers will be informed of this and the reason explained. Parents/ carers will be free to resubmit concerns appropriately and if they do so, these will be dealt with in line with this policy.

### **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 Email**

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

- School surveys or consultations
- Class activities or teacher requests
- Individual child detentions (sent to individual parents)
- Any additional key information

#### **3.2 Messages using the Piota App**

We will text parents about:

- Weekly Newsletter containing updates on learning, school events and key information
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

#### **3.3 School calendar**

Our school website includes a full school calendar for the Year. 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).

#### **3.4 Phone calls**

In the event of urgent communication the school office will call you.

#### **3.5 Letters**

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

#### **3.6 Reports**

Parents receive an end of year report from the school about their child's learning, including:

- How well they are attaining in Reading, writing and maths compared to the national standard, results from any national tests, progress in other curriculum subjects and their attendance.

We also arrange parents' evenings in the autumn and spring terms where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.7 Meetings

We hold parents' evening in the Autumn and Summer 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, or wellbeing.

Parents of pupils with special educational needs (SEND), 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

### 4.1 Email

Parents should always email the school about non-urgent issues in the first instance.

We aim to acknowledge all emails within 48 hours, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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 member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will aim to contact them within 5 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 5 days of your request.

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 email the office email address ([admin@west-twxford.ealing.sch.uk](mailto:admin@west-twxford.ealing.sch.uk)) or call the school to book an appointment.

We try to arrange all meetings within 48 hours of the request and have the meeting within 5 working days of the request.

While teachers and members of the senior leadership team 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

### 4.4 Home-school communications app

We recommend that all parents use the school app. This can be downloaded onto smartphones and allows parents to see regular messages from school such as the newsletter and alerts about upcoming events.

The app can be downloaded from the app store. Please search for Piota

## 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 in English, however we understand that some parents speak other languages and we can provide translators in a number of languages (particularly Arabic, Farsi and Urdu)

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



## 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 call the school office on [admin@west-twyford.ealing.sch.uk](mailto:admin@west-twyford.ealing.sch.uk) (0208 985 6858)
- Put the subject in the subject line (for emails)
- We will forward your request on to the relevant member of staff

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

We aim to respond to emails within 48 hours.

### 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 our website.