Endeavour
Multi-Academy Trust

HOME SCHOOL COMMUNICATION POLICY

River View Primary & Nursery School

This policy will be monitored regularly and evaluated so that it remains responsive to current issues.

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Summer 2026	V1.0	Scheduled review

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 8.15am to 4.00pm 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.

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 or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our Threatening and Abusive Behaviour Policy.

Parents should **not** expect staff to respond to their communication outside of core school hours 8.15am to 4.00pm 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 Email

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

- Letters
- Restorative Conversation Forms

3.2 Text messages

This is our main form of communication. We often text parents about:

- Newsletters
- Payments
- Notifications
- Reminders
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website/newsletter includes a full school calendar for the year/half term.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions. Any such event will be included in the school calendar.

3.4 Phone calls

Staff may call you directly for a variety of reasons including –

- To discuss attendance
- To discuss behaviour
- To inform you of a headbump or medical concern

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Attendance letters

3.6 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 national assessments including Phonics Screening Check, Y4 multiplication chack and KS2 SATs tests

We also arrange regular 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 a parents' evening per 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Meetings will also be arranged to discuss concerns over attendance.

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
- Homework
- Important policies and procedures

- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

3.10 Home-school communications app

In EYFS and the Trent View Hub, the Tapestry app is used to communicate with parents. Parents will upload photos and observations of your child'[s achievements. They will also communicate more general information in the same way as we do by text.

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 Email

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

If a query or concern is urgent, and parents need a response immediately, then 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 email the school office and the relevant member of staff will contact them.

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.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- To inform us that somebody different it collecting your child.

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 appropriate email address (see appendix 1), or call the school 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

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 communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages

We can make additional arrangements if necessary. Please contact the school office to discuss these.

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: office@riverview.staffs.sch.uk / 01283 260157
- Put the subject and the name of the relevant member of staff (from the list below) 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.

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 Mel Hutchinson
Payments	School office
School trips	School office
Uniform/lost and found	School office
Attendance and absence requests	If you need to report your child's absence, call: 01283 260157 Option 1 or text 07873 558817. If you want to request approval for term-time absence, contact Mrs Dawn Buckingham
Bullying and behaviour	Mrs Katie Mousley
School events/the school calendar	School office
Special educational needs (SEN)	Mrs Gemma Simpson
Before and after-school clubs	School office
Governing board	School office
Catering/meals	School office

Complaints

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