EASTBURY FARM PRIMARY SCHOOL
Home/School Communication Policy

Autumn 2026

Contents

1. Introduction and aims 3
2. Roles and responsibilities..... 3
3. How we communicate with parents and carers 4
4. How parents and carers can communicate with the school 6
5. Accessibility 7
6. Monitoring and review..... 7
7. Links with other policies 7
8. Appendix 1 – Order of contact..... 8

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.

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
- All email correspondence to staff must be sent via the school office to admin@eastburyfarm.herts.sch.uk
- Responses will be sent to parents from admin@eastburyfarm.herts.sch.uk
- 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 8:30am and 4:30pm 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.

If you would like a copy of the school's ICT and internet acceptable use policy, please contact the school office.

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 (see Appendix 1)
- Responding 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.

Eastbury Farm Primary School - Code of Conduct for Parents, Carers and Visitors

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:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Letters about trips and visits
- Consent forms
- Our newsletter

3.2 School calendar

Our school website includes a full school calendar for the term. 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).
Any such event will be included in the school calendar.

3.4 Phone calls

We will only call you in emergencies or if we require information or actions or to follow-up on attendance.

3.5 Home Link Books

For those children in Reception and Nursery who need it, a book is used to communicate to and from home with any issues, worries or concerns. These are updated on a daily basis if necessary. The purpose of the communication flow is to assist transition.

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
- We report on the outcomes of KS2 SATs, Year 4 multiplication test check outcomes, phonics screening test outcomes for Year 1 and the EYFS profile (end of reception)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We hold 2 parents' evenings during the academic year, one in the autumn term and one in the spring term. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum, 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. All parents of children on the SEND register are invited into school for a termly meeting to discuss and update targets as part of the APDR cycle.

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

Parents should always email or telephone the school office for and queries or issues in the first instance:
admin@eastburyfarm.herts.sch.uk
01923 824543

4.1 Email

Parents should always email the school about non-urgent issues in the first instance. Emails should be marked for the attention of the relevant member of staff and sent to admin@eastburyfarm.herts.sch.uk We aim to acknowledge all emails within two working days and to respond in full (or arrange a meeting or phone call if appropriate) within seven working days.

If a query or concern is urgent and parents need a response sooner than this, they should call the school office.

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 within two working days.

If this is not possible (due to teaching or part-time working hours), 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 five working 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 school office (admin@eastburyfarm.herts.sch.uk)

We try to schedule all meetings within five working days of the request.

While teachers 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

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 whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

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 English, however, 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.

6. Monitoring and review

The Headteacher monitors the implementation of this policy and will review the policy every two 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
- Social Media Policy

Complaints

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

APPENDIX 1 - Order of contact:

