



Home-School Communication Policy

Reviewe **March 2026**

Reviewed by **Headteacher / SLT / Governors**

Date to be reviewed **March 2027**



***East Peckham Primary School, 130, Pound Road, East Peckham, Tonbridge, TN1
5LH***

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 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;
- Regularly reviewing this policy in partnership with staff and governors.

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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 are not expected to respond to communications outside of sociable hours (Monday – Friday, 8:00am – 6:00pm), or their working hours (if they work part-time), or during weekends and school holidays.

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;
- Understanding that you cannot arrive at school and insist to be seen, instead that appointments must be made;
- 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.

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 Arbor 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)

Newsletter

Our school newsletter provides regular updates and includes a school calendar which is also updated as and when new events arise. 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), however this is not always possible and your understanding is appreciated.

Phone calls

Phone calls will be made in accordance with our acceptable use policy to communicate one or more of the following:

- First aid incidents
- Behaviour and wellbeing concerns
- Attendance
- Payments (school lunches, trips and visits, school events)
- Liaising to facilitate external/specialist visits and meetings
- Discussing pupil progress (including any notable achievements and/or concerns)

Letters

We send the following letters home periodically, particularly in the case where a reply/consent slip is required:

- Letters about trips and visits
- Consent forms

Reading record / home learning books

Every child in the school has their own reading record book which forms a running record of their engagement and achievement in reading, both in school and at home. Formative comments are recorded in the book by those who have listened to a child read, these should be positively constructive in identifying successes and areas for further practice.

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
- Mid-year progress reports
- A report on KS1 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).

Meetings

We hold parents' consultation evenings during which 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 with the school's SENCO.

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 always check the website and/or Arbor e-mail before contacting the school.

How parents and carers can communicate with the school

Please use the list in 'Appendix i' to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

Please note that communication from parents / outside agencies will only be acknowledged through these agreed channels. Communication directed to staffs' personal, non-school accounts (e.g. through social media) is strictly forbidden in accordance with our acceptable use policy.

Email

Parents should always email the school office about non-urgent issues in the first instance. We aim to acknowledge all emails within 3 working days, and to respond (or arrange a meeting or phone call if appropriate) within 5 working days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please contact the school office and the relevant member of staff will contact you within 3 working days. If this is not possible (due to teaching or other commitments), someone will get in touch with you

to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 3 days of your request.

If your issue is urgent, please telephone the school office on 01622 871268. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Meetings

If you would like to schedule a meeting with a member of staff, please email the school office asking to speak to the appropriate member of staff (see 'Appendix i'), or call the school to book an appointment. We try to schedule all meetings within 5 working days of the request however this may not always be possible based on prior commitments and working hours.

While teachers are available at the end of the school day, if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

Reasonable contact

While our staff are here to support our children and families, we have to insist on a reasonable amount of contact between staff and parents.

The school has a responsibility to ensure that there is equity regarding the amount of contact between staff and each child's parents. Staff can meet with parents before or after school, as well as during (so long as there is adequate cover), however the school has a responsibility to ensure that meetings do not detract from staff carrying out their duties - a balance must be made.

Therefore, the Headteacher reserves the right to decline a meeting request should they feel that the content has already been discussed sufficiently and further meetings would detract from the member of staff carrying out their duties, and most importantly being able to effectively plan and teach the children that they are responsible for.

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 01622 871268 or office@eastpeckhamprimary.org.uk
- 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 via office@eastpeckhamprimary.org.uk
My child's wellbeing/pastoral support	Our school SENCO, Miss Kate Worrall via office@eastpeckhamprimary.org.uk
Child protection and safeguarding, including online safety	One of our school DSLs (Mrs Kate Elliott, Mr Bradley Atkins, Miss Ellie Ray, Mrs Sarah Sinden and/or Miss Kate Worrall) via dsl@eastpeckhamprimary.org.uk
Payments	School Business Manager, Miss Ellie Ray via office@eastpeckhamprimary.org.uk
School trips	School office, Miss Nicole Macleod via office@eastpeckhamprimary.org.uk
Uniform/lost and found	School office, Miss Nicole Macleod via office@eastpeckhamprimary.org.uk
Attendance and absence requests	Absence must be called into school on 01622-871268. Future absence requests made to the school office, Miss Nicole Macleod via office@eastpeckhamprimary.org.uk
Bullying and serious behaviour	The Headteacher, Mrs Kate Elliott, via office@eastpeckhamprimary.org.uk
School events/the school calendar	School office, Miss Nicole Macleod via office@eastpeckhamprimary.org.uk
Special educational needs	Our school SENCO, Miss Kate Worrall via office@eastpeckhamprimary.org.uk
Before school clubs	Breakfast Club, Mrs Alex Wall via breakfastclub@eastpeckhamprimary.org.uk

After-school clubs	Supper Club, Mrs Emma Barnes via emma@emmaskitchenco.com
Hiring the school premises	School Business Manager, Miss Ellie Ray via office@eastpeckhamprimary.org.uk
The Friends of East Peckham (PTA)	Directly at pta@eastpeckhamprimary.org.uk
The Governing Board	Governors can be contacted via office@eastpeckhamprimary.org.uk

Complaints

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