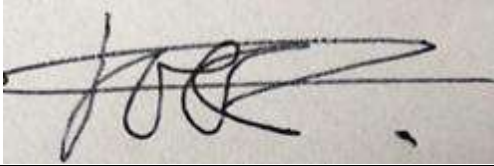





Darell Primary and Nursery School

Home-school communication policy

Governors' Committee Responsible	Full Governing Body
Status	Non Statutory
Review Cycle	Annual
Date written/last review	November 2025
Date of next review	November 2027
Approved By: Joe Porter Headteacher	
Approved By: Laura Morgan - Chair of Governors	

Darell, our values drive everything that we do. As a school, we value:

Equality



Responsibility



Enjoyment



Aspiration



- Equality – We celebrate our differences and treat everyone equally and fairly.
- Responsibility - we take responsibility for our behaviour. We are kind and caring to ourselves and others.
- Enjoyment - we are passionate about learning and look for enjoyment in everything we do.
- Aspiration - we place no ceiling on what we can achieve. We challenge each other to be the best that we can be.

Review: no changes just dates

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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
- 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 – 3:30pm or their working 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.

Follow the link to our policies section on the website:

<https://www.darell.richmond.sch.uk/page/?title=Policies&pid=380>

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
- 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 08:30am -3:30pm 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:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Absence/Punctuality
- Short-notice changes to the school day
- Meal options
- Medical information (via Smartlog)
- **3.2 Text messages**

We will text parents about:

- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website and newsletter includes a full school calendar for the half – 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 operate an open communications approach to communicating with parents and will contact parents regarding a range of reasons, for example:

- Illness
- Punctuality
- Absence
- Behaviour
- Achievements

3.5 Letters

We send the following letters via email home regularly:

- Letters about trips and visits
- Consent forms

3.6 Reading records

Each day, your child will bring home their reading records and book, which should be returned the following day. If your child has a parent's signature confirming that they read at home, they will earn a reading dot. This participation contributes to our Reading Exchange initiative. This contributes to the Reading Exchange initiative.

3.7 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 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 two parents' evening(s) per year. 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.

We are aware that English may not be the first language of some of our parents and therefore we are committed to providing translation/interpreter services as and when required.

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
- Policies and procedures
- Contact information
- Information about before and after-school provision
- Extra-Curricular clubs
- Leave of absence request form
- Dietary requirements form

Parents should check the website before contacting the school.

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 on parents@darell.richmond.sch.uk issues in the first instance.

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 two 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 specific member of staff about a **non-urgent** matter, they should email the school office parents@darell.richmond.sch.uk and the relevant member of staff will contact them within two 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 two 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

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.

We try to schedule all meetings within three 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
- Staff are trained on accessibility and will endeavor to provide information in an accessible format
- Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Interpreters for EAL families
- 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 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
- 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 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
- Complaints
- Home-school agreement

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 parents@darell.richmond.sch.uk 0208 876 6721
- 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.

We try to respond to all emails within two days.

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	Class teacher
Payments	Laura Gavin
School trips	Kelly Doel
Uniform/lost and found	Kelly Doel
Attendance and absence requests	If you need to report your child's absence, call:0208876 6721 If you want to request approval for term-time absence, https://docs.google.com/forms/d/e/1FAIpQLSfZGZtKbRo6PFpkT066JNHizbhFOZdQtbaUN3Q8NUF-ETRGJA/viewform?usp=sf_link
Bullying and behaviour	Class teacher/Joe Porter / Emma Claridge
School events/the school calendar	Kelly Doel
Special educational needs (SEN)	Amanda Blunden
Breakfast Club	Kelly Doel

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Extra Curricular clubs	Kelly Doel
After school Club – Sporting Champs	Sonny Black
Hiring the school premises	Laura Gavin
PTA	School office
Governing board	Clerk – Penny Nugent
Catering/meals	Kelly Doel

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy: <https://www.darell.richmond.sch.uk/page/?title=Policies&pid=380>