



Our King's Meadow Academy Values

**We are happy, we are safe, we enjoy a challenge, we are compassionate,
we are respectful and we are ready & fit for our future!**

Policy Information	
Title:	Home School Communication Policy
Aim:	<ul style="list-style-type: none"> ➤ 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
Related documents:	Parent code of conduct Staff code of conduct Waterton complaints policy
Date for implementation:	September 2025
Date of review:	September 2026
Distribution:	All staff / Parents
Policy version:	Version 1

Approved by the Governing Body / SLT on: _____

Signed (Chair of Governors) or Principal _____

Aim

We believe in strong partnerships with parents and value their support, ideas and opinions of how King's Meadow Academy can continue to develop and improve to support the children and community. Research shows parental engagement has a bigger influence on children's

We empower all: pupils, parents, all staff, friends, colleagues, guests in the way that we act, support each other, treat each other with dignity and respect: academically, socially, where we support and help each other to be the best version of ourselves.

At King's Meadow Academy, our **core values are at the heart of everything** that we do, creating a positive learning culture throughout school. These values are integral to ensuring that pupils and staff live out these values in all aspects of school life to ensure that we can fulfil our school vision where we can all shine brightly.

Our communication principles

We ensure we are clear, honest and have open communication between the school and parents/carers as we recognize this can have a positive impact on children's 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

Roles and responsibilities

Executive Headteacher and Head of School

Both are responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Statutory requirements are fulfilled such as school reports, parents evenings
- Oversee any parental complaints – according to King's Meadow Academy complaints policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and parent and staff code of conduct.
- 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 8am to 4pm. 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.

Parents

Parents are responsible for:

- Ensuring the school's request for information such as emergency details, medical information and photo permissions etc.
- 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, permission forms for trips and events) 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 8-4pm, or during school holidays.

A copy of the parent code of conduct can be found on the school website or a paper copy from the school office.

How we communicate with parents and carers

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 and MCAS App

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
- School trips
- Attendance concerns as well as posting them
- Community newsletter

- Class activities or teacher requests
- Community concerns which may affect parents such as traffic, parking.

Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day or reminders
- Emergency school closures (for instance, due to bad weather)

School calendar

Our school calendar 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.

Phone calls

We will phone parents to check on non-attendance, medical concerns, permissions – where we have not had a response (school trip), behaviour concerns or request to meet with parents after school.

We may also call parents to celebrate achievements, progress and positive behaviour.

Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our online SWAY newsletter

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.

Social Media

We also use our school Instagram account to communicate with parents through celebrating children's achievements, reminders, community celebrations and some

messages where there is a concern e.g. traffic and parking. We can be found at kingsmeadowacademy

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 punctuality and attendance
- Termly progress reports
- A report on Key Stage (KS) 1 and KS2 SATs tests, year 1 phonics and year 4 multiplication 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 two parents' evening 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.

How parents and carers can communicate with the school

Parents should always see the school office in the morning or after school or the appropriate class teacher, about non-urgent issues in the first instance after school.

If this is not possible (due to teaching or other commitments), the office will take a message and the class teacher will respond through a phone call or email at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 48 hours from the day 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

Meetings

If parents would like to schedule a meeting with a member of staff, then please do so through the school office or seeing them at the end of the day to arrange a suitable time to meet or by phone call through the school office.

We try to schedule all meetings within 48 hours of the request.

Inclusion

It is important to us that everyone in our community can communicate easily with the school.

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

- Meetings or phone calls home can be supported where we have a member of staff who speaks the same language.
- Parents evenings

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

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:

- Contact the school office
- Let the office staff know who you would like to speak with and the reason
- 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 48 hours.

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	Your child's class teacher
Payments	School office staff
School trips	Class teacher or EVC lead Kerry Williams-Kendall (Head of School)
Uniform/lost and found	School office
Attendance and absence requests	<p>If you need to report your child's absence, call:</p> <p>If you want to put in an extended leave request – you should contact the school office for a form.</p> <p>If you need to get in touch with the attendance lead contact via the school</p>

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	office who will pass message to Alison Ager (Attendance Lead)
Bullying and behaviour	<p>This takes a layered approach., Initially this will be the class teacher. Should you not be satisfied then the following people should be contacted.</p> <ol style="list-style-type: none"> 1. Class teacher 2. Phase Leader 3. Head of School 4. Executive Headteacher
School events/the school calendar	School office staff
Special educational needs (SEN)	School SENDCO via the office
Before and after-school clubs	School office staff
Hiring the school premises	Executive Headteacher Mrs Penny
PTA	Head of School Mrs Williams-Kendall
Governing board	Chair of Governors Interim Kate Stokes
Safeguarding Issue	<p>School DSL</p> <p>Miss Radford</p> <p>Miss Moore</p> <p>Mrs Penny</p> <p>Mrs Williams-Kendall</p> <p>School SENDco</p>

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. A copy can be obtained from the school office or on our school website.

Parental Conduct

Should we feel any parent conduct is rude, aggressive in tone through written communication or in person we will follow our parental code of conduct and further action will be taken. The Waterton Trust has a zero tolerance policy.