



Heatherside Infant School
Home School Communications

REVIEWED BY	APPROVED	REVIEW CYCLE	NEXT REVIEW
Governors & SLT	Spring 2024	3 year cycle	Spring 2027

At Heatherside Infant School we value and encourage clear and open communication between the school and parents/carers to support our pupils. We believe that effective 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 to improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school to better support each child's educational and pastoral needs.

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.

In most cases, the class teacher should be contacted in the first instance, should you have a query to raise. Teachers are available for a brief conversation at the door at drop off and pick up if this is appropriate. However, if you have difficulty discussing a concern with a particular member of staff, we will respect your views and direct you to an alternative member of staff, dependent on the nature of the concern.

Email

We use Arbor for our communications to keep parents informed about the following things:

- Upcoming school events (many detailed in our weekly school Newsletters).
- Scheduled school closures e.g for staff training days.
- School surveys or consultations.
- Class activities or teacher requests.

Parents should always email the school about non-urgent issues in the first instance. This includes matters where your child might be upset about a situation but is not in danger. All emails should be sent to the school office at: adminoffice@heatherside-inf.hants.sch.uk where they will be forwarded on to the appropriate member(s) of staff.

Staff will aim to reply to parent emails within 2 working days. However, some queries will require staff to gather information before they can reply appropriately; when this is the case, we will acknowledge that your email has been received and indicate when an informed response will be sent.

Staff will not be expected to monitor or respond to emails outside of their normal working hours including weekends and published school holidays. Mobile phones and other electronic devices that enable staff to access emails when away from school can make it very hard to 'ignore' a message from a parent leading to unnecessary worry on the part of the staff and additional workload.

Emails should be polite and respectful. Staff will not respond to offensive or aggressive communication. These will be forwarded to a member of the Senior Leadership Team who will take appropriate action.

If a query or concern is urgent, and you need a response sooner than this, please call the school. If it is a complaint you are raising, please make this clear and follow the procedure outlined in the [schools complaints policy](#).

Arbor in app alerts

We will message parents about:

- Short notice changes to the school day / events.
- Emergency closures e.g. due to bad weather.

School calendar

Our school website includes a full school calendar for the year and highlights upcoming events. 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).

Phone calls

Messages about a change in arrangements for picking your child up from school need to be received by **1pm at the latest** to enable the message to reach your child's class teacher.

For any other phone queries, if our office staff are unable to assist you, they will pass your message to the most appropriate member of staff. It is important to let the office staff know what the call is about to enable the message to be directed appropriately.

Staff will aim to reply to phone calls within 2 working days. However, some queries will require staff to gather information before they can reply appropriately.

Please trust that your message will have been passed on and our staff are prioritising communication. If you have left a message on our voicemail, there is no need to call us back regarding the same issue.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues.

For more general enquiries, please call the school office who will take messages for teachers and school staff.

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, where teachers give a summary report of the child's learning and their next steps (see the meeting section below).

Meetings

We hold a parents' evening each term (autumn, spring and optional summer parent's drop in). 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, behaviour 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.

If you would like to schedule a meeting with a member of staff, an appointment will need to be made by emailing the school office. We normally require at least 2 working days' notice of the request.

While teachers are available at the beginning or 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.

Please note that apart from exceptional circumstances (e.g. a safeguarding matter where a child is in immediate danger), we are unable to meet with visitors who arrive at school without a pre-booked appointment.

Inclusion

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

We can make whole-school announcements and communications (such as email alerts and newsletters) available in other languages than English if needed,

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.

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.
- Information about school uniform.
- Information about school admissions.

Parents should refer to our website in the first instance when seeking information.

At Heatherside Infant School we endeavour to deal with any queries or concerns as quickly and effectively as possible. Please be assured that we take all concerns and queries seriously and they are always followed up, however, please allow time for this to happen. We thank you for your ongoing support.

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 3 years. The policy will be approved by the governing board.