



# PUDSEY GRAMMAR SCHOOL

EST. 1905

## Home School Communication Policy

### 2023 - 2024

This policy has been agreed by the Governing Body of Pudsey  
Grammar School

Ratified: Full Governing Board

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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 where the matter is non-urgent where a response is required within 48 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 normal school hours, but they are not expected to do so.

Some communications with school will not always require a response. For example, leaving a message to inform us of an on the day absence will not always require a call back from the school.

### 2.3 Parents

Parents are responsible for:

- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Monitoring information from Class Charts
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Ensuring that contact details are up to date with the school.
- Ensuring that communication with the school is respectful at all times

Any communication that is disrespectful, abusive or threatening and where behaviour is deemed threatening or intimidating will be treated in line with our parent code of conduct. The Governors reserve the right to use all steps necessary to ensure staff are not subjected to this type of behaviour. We appreciate at the time the situation may be stressful. However, we expect parents to engage in a professional conversation with staff.

Parents should not expect staff to respond to their communication outside of normal school hours 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
- Updates on attendance and punctuality
- Weekly Parent Bulletin
- Payments

#### **3.2 Text messages**

We will text parents about:

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

#### **3.3 Class Charts**

Through the Class Charts app, parents will be informed about:

- Rewards and achievements
- Behaviour incidents
- Detentions

#### **3.4 School calendar**

Our school website includes a full school calendar for the academic year.

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).

#### **3.5 Phone calls**

Staff may make phone calls to parents for the following reasons:

- Praise and rewards
- Behaviour incidents
- Attendance and punctuality

#### **3.6 Letters**

We send the following letters home regularly by email attachment:

- Letters about trips and visits

- Consent forms
- Our weekly Bulletin

Letters may be posted directly to parents.

### **3.7 Reports**

Parents receive regular progress reports from the school about their child's learning covering attitude to learning and attendance.

### **3.8 Meetings**

We hold one Parents Evening per year group over the school 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 meetings will be held virtually and parents will book through the school cloud icon on RM Unify or via the school website.

The school may also contact parents to arrange supplementary meetings 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.

### **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
- Important policies and procedures
- Important contact information
- Information about after-school provision

Parents should check the website before contacting the school.

### **3.10 Home-school communications app.**

Parents are expected to download the Parentmail app. This is used predominantly for consent forms and payments (canteen account, school trips, replacement ties etc).

## **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, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within 24 hours, and to respond in full (unless the case is complex) or arrange a meeting or phone call if appropriate) within 48 hours 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 and the relevant member of staff will contact them within 48 hours.

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 appropriate email address (see appendix 1), or call the school to book an appointment. A meeting may be required for the following reasons:

- To discuss any concerns, they have about their child's learning
- Updates related to pastoral support, their child's home environment or their wellbeing.

Parents should use appendix 1 to identify the most appropriate person to contact to arrange a meeting.

Teaching and support staff are required to carry out daily commitments before and after school. Parents should therefore not arrive at school and expect to see a member of staff immediately. We try to schedule all meetings within 5 working days of the request.

## 4.4 Home-school communications – Weekly Parent Bulletin

A Bulletin is emailed to the priority contact identified on our Arbor system each week during term time. The Bulletin contains up to date news and key information from the Headteacher, Directors of Studies and other members of staff.

## 5. Inclusion

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

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

Our school website has the function to change the language to enable users to view the site in different languages.

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.

## 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 [info@pudseygrammar.co.uk](mailto:info@pudseygrammar.co.uk).
- Put the subject and the name of the relevant member of staff, if known (from the list below) in the subject line (for emails) and your child's name
- 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. Our website address is [www.pudseygrammar.co.uk](http://www.pudseygrammar.co.uk).

We will respond to all emails within 48 hours.

The school's main office hours are Monday to Thursdays 8.00am to 4.00pm and Fridays 8.00am to 3.30pm.

I HAVE A QUESTION ABOUT...	WHO TO CONTACT
My child's learning/class activities/lessons/homework	<p>Relating to one subject - Subject Leader See the contact section of our website at <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a> for a full list.</p> <p>Relating to more than one subject - child's Director of Studies See the contact section of our website at <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a> for a full list.</p>
My child's wellbeing/pastoral support	<p>General queries – child's Form Tutor. If you do not know the email address forward your email to <a href="mailto:info@pudseygrammar.co.uk">info@pudseygrammar.co.uk</a> and provide your child's name and Form Tutor name or group.</p> <p>Complex/sensitive queries - child's Year Leader. See the contact section of our website at <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a> for a full list.</p>
Payments	<a href="mailto:finance@pudseygrammar.co.uk">finance@pudseygrammar.co.uk</a>
School trips	<a href="mailto:finance@pudseygrammar.co.uk">finance@pudseygrammar.co.uk</a>
Uniform/lost and found	<a href="mailto:info@pudseygrammar.co.uk">info@pudseygrammar.co.uk</a>
Attendance and absence requests	<p>If you need to report your child's sickness absence, exceptional circumstance absence or medical/dental appointment Call: 0113 3869122 Email: <a href="mailto:attendance@pudseygrammar.co.uk">attendance@pudseygrammar.co.uk</a></p>

I HAVE A QUESTION ABOUT...	WHO TO CONTACT
	Parents should call before 8.30am each day of their child's absence.
Bullying and behaviour	Your child's Year Leader See the contact section of our website at <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a> for a full list.
School events/the school calendar	See the calendar on the school website – <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a>
Special educational needs (SEN)	<a href="mailto:n.mccaffrey@pudseygrammar.co.uk">n.mccaffrey@pudseygrammar.co.uk</a> <a href="mailto:h.armitage@pudseygrammar.co.uk">h.armitage@pudseygrammar.co.uk</a>
After-school clubs	Visit the school website – <a href="http://www.pudseygrammar.co.uk">www.pudseygrammar.co.uk</a>
Governing board	Contact the Chair of Governors, David Webster by writing a letter c/o. Helen Frost Pudsey Grammar School Mount Pleasant Road Pudsey LS28 7ND
Catering/meals	<a href="mailto:info@pudseygrammar.co.uk">info@pudseygrammar.co.uk</a>

### Complaints

We would always strive to resolve any issues by talking through the matter with parents/carers. In the event that parents/carers are still not satisfied with the outcome we would look to arrange a more formal meeting. If the matter has still not been resolved, we would refer parents/carers to the school's Complaints policy which can be found by clicking on the link below.

<https://www.pudseygrammar.co.uk/key-information/school-policies/>