



North Crescent Primary School

Home-School Communication Policy

Date Policy Created	April 2026
Governors approved	May 2026
Next Review	April 2029

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 Head of School

The Head of School 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
- 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-4:30pm or their working hours (if they work part-time).

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Ensuring that the school is updated of any change in contact details and changes to address
- 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 not be tolerated.

Parents should **not** expect staff to respond to their communication outside of core school hours, 8:30am-4:30pm 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.

All letters are stored on the letters home section on our school website. There is also a section on the school website for our newsletters.

3.1 Email

We use the admin email to keep parents informed about the following things:

- Letters to parents regarding school events, communications and updates
- Letters about trips and visits
- Consent forms
- Our weekly newsletter

3.2 Phone Calls

School staff may call parents when they need to share information in a more timely manner.

We will also call parents about:

- Injuries that may need further medical attention or if we feel parents need to come and look at the injury- including if a child has bumped their head
- Payments
- Short-notice changes to the school day. For example, if an outside of school club was cancelled.
- Emergency school closures (for instance, due to bad weather)
- Attendance matters
- Any other administrative tasks

3.3 School calendar

Our school website includes a full school calendar for the term ahead. These dates can also be found on the calendar section of the school website. Term dates can be found on our school website and Schools for Every Child website.

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.

3.5 Letters (other)

We send the following letters home:

- Letters about attendance
- Letters about behaviour
- Letters regarding suspensions or Permanent Exclusions
- Letters about legal matters

3.6 Home-school communications app (Tapestry)

We use 'Tapestry' to update parents regarding your child's learning for our Nursery and Reception-Year 6.

These are both online platforms that can be accessed from any device including a mobile phone.

Parent logins to the platforms are given by the class teacher at the start of each school year. Please contact the school office if you have any issues.

Teachers will:

- Update the class feed regularly with class learning
- Send whole class messages/reminders

Tapestry is not used for home-school communication e.g. parent messages to class teachers.

3.7 Reports

Parents receive a termly report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.

We also arrange regular parent consultation 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 three parents' consultations 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' consultations if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN) have the opportunity to meet our SENCo, these can be booked online using a google link, which can be provided by the school office.

3.9 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Curriculum information
- Important policies and procedures

- Important contact information
- Information about before and after-school provision

3.9 Parent Pay

Parent Pay is our school payment and booking system. Parent Pay is an online platform that can be accessed from any device including a mobile phone.

Parents can use this to book/pay for:

- School dinners
- Breakfast Club
- After School Club
- School trips
- School payments

Parents should book dinners and clubs with at least a week's notice.

4. How parents and carers can communicate with the school

If you want to speak to your child's teacher, parents can speak to the class teachers directly at pick up at the end of the day. If the issue is urgent, parents should call the school office.

4.2 Email

Parents should always speak to the class teacher at the end of the day in the first instance if contacting a class teacher about a non-urgent issue. Parents can email the school office about other non-urgent issues.

We aim to acknowledge all emails within 5 working days, and to respond with a written response within 10 working days if appropriate.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

Parents can email the school regarding:

- Attendance and absence requests
- Medical information/updates
- Queries with login information for school money/dojo etc
- Payments
- Update information
- Scheduling meetings with members of staff
- Concerns and complaints at stage 1 of Concerns and Complaint Policy.

4.2 Phone calls

Parents may request a phone call with the classteacher, Pastoral Lead, SENCo or SLT. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. For non urgent requests, we aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request. Staff will acknowledge the email and share the appointment time within 5-10 days.

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 the class teacher they should make contact via a conversation at the end of the day or emailing the school office in the first instance. If parents would like to schedule a meeting with another member of staff, they should email the school office.

We try to schedule all meetings within 5-10 working days of the request.

We have an open door policy at North Crescent Primary School, teachers are available at the end of the school day for quick communications. We recommend parents book appointments with their class teachers via email 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.

We aim to make communications accessible to all.

We have taken the following steps to achieve this:

- 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 endeavour to provide information in an accessible format

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

We can make additional arrangements if necessary. Please contact the school office to discuss reasonable adjustments you may require.

6. Complaints

If you would like to make a formal complaint, please follow the procedure set out in our complaints policy. This can be found on our school website.