



Home Communication Policy

Policy Reviewed by:	Suzy Hollett (HR Manager)
Date:	01.08.2026
Policy Verified by:	Sara Llewellyn (School Leader-CEO)
Date:	08.08.2026
Date for Next Review:	01.09.2027

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carer's the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents/carer's
- 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/carer's
 - Setting clear standards for responding to communication from parents/carer's
 - Helping parents/carer's 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 carer's

Roles and responsibilities

Senior Leadership Team

SLT is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate.
- Regularly reviewing this policy

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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 not respond to communications outside of school hours (8.30am - 16.00pm), or their working hours (if they work part-time), or during school holidays.

Parents/Carer's

Parents are responsible for:

- Ensuring that communication with the school is always respectful.
- 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) 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. This can be found on the school website under policies.

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 the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email and the school's website.

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.
- Home to school - school to home communication (or via daily handwritten home book by request).
- Remote Learning activities.
- Links/invites to meetings - EHCP/Reviews, Teacher/Parent meetings.
- Coronavirus management.
- School Newsletter.

Text messages and/or call direct:

We will text/call parents about:

- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Pupil illness, welfare, and wellbeing and/or behaviour issues.
- Coronavirus management.
- Remote learning activities

School calendar

Our school website 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

Class teachers are encouraged to call parents to discuss pupils' performance (both positive and negative) to support positive home to school and school to home open dialog with parents/carers.

- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Pupil illness, welfare, and wellbeing and/or behaviour issues.
- Coronavirus management.
- Remote learning activities

Letters, emails, and School's website

We send the following letters home regularly:

- Letters about trips and visits, consent forms, invitations to events, update/Inform of Ofsted / Independent standards, Update/inform Celebrations, School Newsletter

Homework books/school planners

Parents/Carers can request the choice of the daily handwritten home book if contact via email is problematic. Anything specific then we will contact/call parent/carers direct.

Reports

Parents receive reports from the school about their child's learning, including:

- Education Health and Care Plans Annual and interim Reviews which includes progress, pupil views, targets and reflection on long term outcomes.
- 6-week transition/review report
- End of year report

Meetings

- Education Health and Care Plans Annual and interim Reviews which includes progress, pupil views, targets and reflection on long term outcomes.
- Informal meetings as and when requested.

School website

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

- School times and term dates
- Important events and announcements
- School Newsletter
- Curriculum information
- Important policies and procedures
- Important contact information
- Coronavirus information

How parents and carers can communicate with the school

Please 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.

Email

Parents can email or call the school, or the appropriate member of staff, about any issues in the first instance.

We aim to acknowledge all emails as soon as possible.

If a query or concern is urgent, then please call our School Leader direct.

Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please call the school office and leave a message for the relevant member of staff. They will contact you within 1 working day.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 1 day of your request.

If your issue is urgent, please call the school office and/or our School Leader direct.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1) or call the school to book an appointment.

We try to schedule all meetings within 5 working days 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.

Monitoring and review

The Senior Leadership Team monitors the implementation of this policy and will review the policy every year. The policy will be approved by the governing board.

Links with other policies

The policy should be read alongside our policies on:

- Parent code of conduct
- Staff code of conduct
- Complaints

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.sophilillingworth@maplehaven.school
- 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 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 24 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: Blossom: josephross@maplehaven.school Acorn / Bonsai: ryancolvin@maplehaven.school
My child's wellbeing/pastoral support, including bullying and behaviour	Sophie Illingworth: sophieillingworth@maplehaven.school
Attendance and absence requests	If you need to report your child's absence, call the school office
Safeguarding Concerns EHCP Queries	Suzy Hollett: suzyhollett@thellewellyn.school
School Governors	debiatkin@thellewellyn.school

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.