

Wyburns Primary School



Home-School Communication Policy

Our school works in accordance with the PREVENT Duty and approaches this issue in the same way as any other child protection matter. Any concerns that one of our pupils is at risk in this respect, will be referred to Children's Social Care in line with the SET procedures.

Wyburns Primary School is a Rights Respecting School. Our policies are underpinned by the UNCRC.

Article 29(goals of education)

- Education must develop every child's personality, talents and abilities to the full. It must encourage the child's respect for human rights, as well as respect for their parents, their own and other cultures, and the environment.*

Date Policy Created	February 2026
Reviewed:	
To review:	February 2027

1. Introduction and aims

- 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 8:00am-4:00pm 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, 8:00am-4:00pm 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 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 monthly newsletter
- Injuries- if a child has bumped their head
- 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)

3.2 Text messages

We will text parents about:

- Payments

3.3 School calendar

Our school website includes a full school calendar for the term ahead. These dates can also be found on the diary dates list which can be found in the Term Dates section of the school 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.

3.4 Phone calls

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

3.5 Letters

We send the following letters home:

- Letters about attendance
- Letters about legal matters
- Letters about events and trips
- Behaviour events

3.6 Home-school communications app (Tapestry)

We use 'Tapestry' for our Nursery and EYFS communications.

It is an 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
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Each child has their own partnership book. School staff will record when they have read with an adult in school. Parents are encouraged to read each night with their child and to update the partnership book to reflect this.

3.7 Reports

Parents receive 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 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 two 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), or who have other additional needs, have termly Additional Support and Intervention meetings (ASI) which replaces parent consultations.

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 School Money

[School money](#) is our school payment and booking system. We are a cashless school. School money 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

Parents should always use the partnership book in the first instance if contacting a class teacher about a non-urgent issue. Parents should email the school office about other non-urgent issues. admin@wyburns.org

We aim to acknowledge all emails within 5 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

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/google classroom etc
- Payments
- Update information
- Scheduling meetings with members of staff (Please contact the class teacher directly via the partnership book)

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 5 working days. If parents need to speak to the class teacher they should make contact via the partnership book

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days 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

4.3 Meetings

If parents would like to schedule a meeting with the class teacher they should make contact via the partnership book 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 working days of the request.

We have an open door policy at Wyburns 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 the partnership book 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. Social Media Use – School and Parents

School Expectations:

The school will use its social media platforms to communicate positively, share updates, and celebrate achievements. Platforms will be regularly updated to ensure parents and the community receive timely and accurate information. Staff managing school social media must adhere to professional standards, safeguarding guidance, and data protection requirements.

Parent and Community Use:

Social media is a valuable tool for communication and sharing positive messages. However, a minority of users have misused platforms to post negative or derogatory content. Examples of inappropriate use include, but are not limited to:

- Making allegations about staff, pupils, parents, or volunteers, or engaging in cyberbullying.
- Posting complaints about the school or staff rather than following the Complaints Procedure.
- Making defamatory, offensive, or racist comments.
- Posting comments that threaten violence.

Actions Taken by the School:

1. Posts of a negative or derogatory nature will be deleted.
2. Parents/carers raising concerns via social media will be asked to contact the school directly to resolve issues appropriately.
3. Offensive, racist, or threatening posts will be logged and managed under the school's behaviour, anti-bullying, and safeguarding policies.
4. Users posting inappropriate content may be reported via the social network's 'Report Abuse' system.
5. Persistent inappropriate use may result in:
 - A formal written warning and request to remove the content.
 - A meeting with the Headteacher regarding breaches of the Home-School Agreement.
 - Referral to the Police if posts involve harassment, threats, or criminal activity.
 - Legal advice or action if posts are defamatory or seriously damaging.
 - Blocking or restricting access to school-managed forums or platforms.
 - Requesting the social network provider to remove content.

The school expects all parents, carers, and community members to respect these guidelines to ensure social media is used constructively and safely.

7. 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.