



CATALYST
ACADEMIES TRUST

Home School Communication

Approved by: Catalyst Academies Trust

Date: July 2025

Last reviewed: July 2025

1. Introduction

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 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

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 not** respond to communications outside of office hours (8am-4pm) or their working hours (if they work part-time), or during school holidays.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- 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
- Using only the communication methods outlined in this policy

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Visitor Conduct Policy.

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.

We use various platforms to notify parents/carers, you will be provided with the necessary information regarding log in's. Parents should monitor the platform regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 School Communication System

We use Arbor to keep parents informed about the following things, this list is not exhaustive:

- Upcoming school events
- Newsletters
- Letters home to parents
- Outstanding payments
- Performances
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

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Our school website includes a full school calendar which is regularly updated.

Where possible, we try to give parents as much notice as possible 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.

3.3 Phone calls

All calls should go through to the school office. The office will endeavour to answer your query. If they are unable to do so they will take a message and the appropriate member of staff will return your call at a convenient time.

3.4 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
- Termly progress reports
- A report on KS1 and KS2 SATs tests
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.5 Meetings

We hold parent consultations throughout 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 school may also contact parents to arrange meetings between parents' evenings 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.

3.6 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

Parents should check the website before contacting the school.

4. 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.

4.1 Email

Parents may email the school should they have a query. The school will not respond to parents via individual email, any communication will be either by the admin email, phone call or by letter.

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

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please call the school office and the relevant member of staff will contact you as soon as convenient (please bear in mind teaching commitments).

If your issue is urgent, please 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 you would like to schedule a meeting with a member of staff, please request this via the school office.

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

5. Inclusion

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

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.

6. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Visitor conduct policy
- Staff code of conduct
- Complaints

Appendix 1: school contact list

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Pupil Welfare Officer
Payments	Website (parent page) / School Office
School trips	Website / School Office
Uniform/lost and found	Website / School Office
Attendance and absences	If you need to report your child's absence, call: [insert phone number] If you wish to discuss your child's attendance: [insert]
Bullying and behavior	Website / Class teacher
School events/the school calendar	Website / School office
Special educational needs	SENCO via the school office
Before and after-school clubs	Website / School office
Hiring the school premises	Bursar via the school office
The governing board	Clerk to the Trust, Catalyst Academies Trust, c/o Dilkes Academy, Garron Lane, South Ockendon, RM15 5JQ
Catering/meals	Website / School office

Complaints

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