

# Moss Park Primary School



*Achieving Excellence Together*

## Home-school communication policy

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Responsible Committee	Curriculum, Standards and Welfare
Signed by Chair of Governors	<i>Allan Humphris</i>

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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
- Sits with our 'Achieving Excellence Together' school motto
- 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)
- The office staff support parents and carers with our school app to ensure that everyone can access communication from the school

Staff will **aim** to respond to communication during core school hours 8.30 am to 4.30 pm or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments (school and home) and respond outside of these hours, but they are **not expected** to do so.

## 2.3 Parents

Parents are responsible for:

- Checking all communications from the school (for example message on school spider/events calendars etc.)
- 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
- Responding to communications from the school (such as requests for meetings) in a timely manner

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct. Parents should **not** expect staff to respond to their communication outside of core school hours 8.30 am to 4.30 pm or during school holidays.

You can find a copy of our Parent Code of Conduct here: [Key Policies](#)

## Information for Non-Resident Parents

We recognise that some children have parents who do not live together. By law, all parents with parental responsibility have the right to receive important information about their child's education.

This means that if a parent has parental responsibility but does not live with the child, the school must provide them with:

- Copies of school reports
- Information about parents' evenings or meetings
- Notices about important school events and activities

Non-resident parents must make sure the school has their up-to-date contact details. If a parent with parental responsibility requests information, the school will provide it unless there is a court order or a safeguarding reason not to do so.

We encourage all parents to work together and communicate openly about their child's education whenever possible. If you have any questions about this, please contact the school office.

## 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.

We use School Spider to contact parents via text message and email. Here is a guide to using School Spider: [School Forms and Leaflets](#)

### 3.1 Text messages

We will text parents about (including but not limited to):

- Late arrival
- 1<sup>st</sup> action to chase up absences
- Reminders about ordering lunches
- Payments
- Short-notice changes to the school day
- Reminders of school events
- Emergency school closures (for instance, due to bad weather)
- Behaviour issues or incidents
- Minor first aid issues

### 3.2 Email

We use text messages as our first line of communication because they are quick and easy to access on mobile phones — including any attachments we may send.

We also use email to keep parents informed about important information, including:

- Weekly newsletters and key event dates
- Curriculum fact sheets and knowledge organisers
- School policies we want to share with you
- Single-subject letters (for example, information about trips or charity events)
- Very important or time-sensitive information, which we may 'back up' by email in case text notifications are not turned on

### 3.3 Phone calls

Sometimes we will need to phone parents or carers directly instead of using text or email. For example, we may call you if:

- Your child is unwell or has had an accident at school
- There is an urgent safeguarding concern
- We need to speak with you about your child's behaviour or wellbeing
- We need to arrange a meeting with you quickly
- There is an emergency or important update that cannot wait
- You are less confident with written English and it is clearer or easier to explain something by phone

In some cases, we may send you a text first so you can call us back at a convenient time. This can be especially helpful for working parents who may not be able to answer the phone immediately.

**Please remember:** Our School Spider app also has a translate function which can help you read messages in your home language if you prefer.

### 3.3 School calendar

Our school website includes a full school calendar of events for the half 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. Sometimes school event dates may change because of things we cannot plan for. If this happens, we will use text and email to make sure you know about the new date as soon as possible.

### 3.5 Letters

We may send the following letters home in paper form:

- Letters to targeted children regarding taking part in school events
- Consent form slips
- Our termly 'key dates' calendar
- Formal letters in line with our attendance and punctuality policy and behaviour policy

### 3.6 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 statutory tests such as: Year 1 Phonics Screening results, Year 4 Multiplication Check and end of KS2 SATs

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

### **3.8 Meetings**

We hold four parents' evenings each year. This includes our 'Welcome to Year X' curriculum information meeting in September, two formal Parents' Evenings and a drop in to discuss any issues arising from the end of year written report. 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.

### **3.9 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 before and after-school provision
- Parents should check the website before contacting the school

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

In addition to the uses above, we use our school spider app to conduct parent surveys and event bookings. Parents use the app to report absences in - we can authorise these online.

## **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**

We really value working together with our families to support our children. When you need to share a concern with us via email, it helps if you can keep your message clear and brief, letting us know what happened and when. This makes it easier for us to understand what's happened and respond as quickly as we can.

Sometimes, long emails or letters can make it harder for us to pick out the main issue and help you promptly. It's also worth remembering that written messages can sometimes come across more strongly than intended - it's easy for an email to be read in a tone that wasn't meant. For this reason, we often find that a chat in person, or a phone call, can help resolve things more easily and productively.

We kindly ask that you don't include critical comments about other adults or children by name. We ask everyone in our school community to communicate with respect, so that any concerns can be handled fairly and with care.

We have a responsibility to look after the wellbeing of our staff, as well as our pupils and families. Everyone has the right to feel safe and respected at Moss Park Primary School.

We aim to acknowledge all emails within one working day, and to respond in full (or to arrange a meeting or phone call if needed) within two working days. We don't usually resolve issues via email, for the reasons above.

If something is urgent and you need a quicker response, please call the school office and we'll do our best to help.

## 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 one working day.

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 two 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
- Medical information that you need to share with us that day

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 email address [admin@mosssparkprimary.co.uk](mailto:admin@mosssparkprimary.co.uk) with the person they would like to contact identified or call the school to book an appointment.

We try to schedule all meetings within three working days of the request.

Our teachers are always happy to work with you to support your child. However, once the school day begins at 8:45 am, teachers need to be in class and are not available to speak to parents and carers directly. If you have a message or need to pass on information, please speak to the office team, who will make sure your message reaches the right person.

Teachers are usually available at the end of the school day for a quick chat. If you need a longer or more private conversation, we kindly ask that you arrange a separate meeting rather than talking in detail on the playground. This helps us to protect everyone's privacy and ensures we can give you our full attention.

## 4.5 Parent WhatsApp Groups

Parent WhatsApp groups are organised independently by parents within year groups or classes; they are not run or managed by Moss Park Primary School. The school is always the best source for official information and support with any concerns.

## 5. Accessibility

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

### 5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- 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

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats
- Sign language interpreters for meetings
- Please contact the school office to discuss these

### 5.2 Parents with English as an additional language (EAL)

Our school website can be translated into many languages - you will see a 'globe' icon on the home page. We can make additional arrangements if necessary. Please contact the school office to discuss these.

## **6. Monitoring and review**

The headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the governing board.

## **7. Links with other policies**

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints
- Staff wellbeing

## **Appendix 1 Who should I contact?**

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	Your child's class teacher
Payments	The School Office
School trips	The School Office
Uniform/lost and found	The School Office
Attendance and absence requests	<p>If you need to report your child's absence, call 0161 864 1710 and press 1 or text via school spider or email <a href="mailto:admin@mosssparkprimary.co.uk">admin@mosssparkprimary.co.uk</a></p> <p>If you want to request approval for term-time absence, contact the school office for a form</p>
A safeguarding issue in school	The Headteacher, <b>Mrs Nunwick</b> , or the Deputy Headteacher, <b>Mr Boyer</b>
Bullying and behaviour in school	The class teacher in the first instance, and if the situation is not resolved, The Headteacher, <b>Mrs Nunwick</b> , or the Deputy Headteacher, <b>Mr Boyer</b>
Bullying or behaviour or a safeguarding issue outside of school	The Headteacher, <b>Mrs Nunwick</b> , or the Deputy Headteacher, <b>Mr Boyer</b>
School events/the school calendar	The School Office
Special educational needs (SEN)	The SENCO, <b>Mr Gallagher</b> , via the School Office
Before and after-school clubs	The School Office
Hiring the school premises	<b>Mrs S Moroney</b> , School Business Manager via the Office
PTA	<a href="mailto:pta@mosssparkprimary.co.uk">pta@mosssparkprimary.co.uk</a>
Governing board	Mr Allan Humphris (Chair of Governors) via the School Office
Catering/meals	The School Office