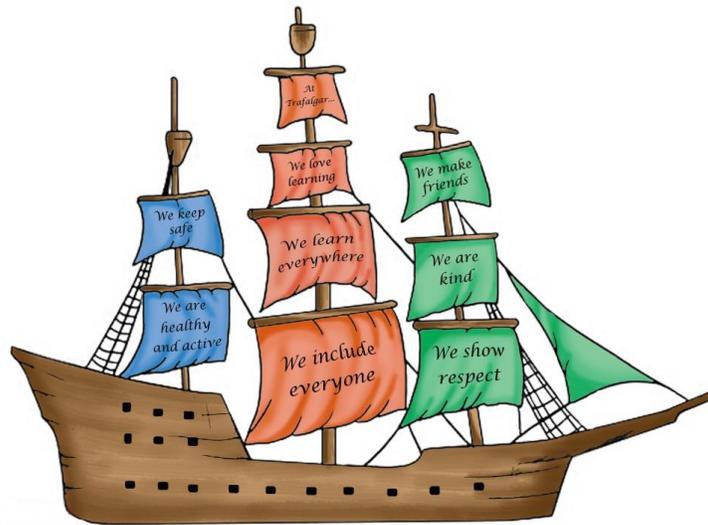


# Trafalgar Community Infant School



## Policy Document

# HOME-SCHOOL COMMUNICATION POLICY

REVIEWED: SPRING 2026

REVIEW: ??

# Trafalgar Community Infant School

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## Home–School Communication Policy

**Our Vision:** Through an inclusive and safe learning environment, all are supported to achieve their potential.

**Our Core Values:** Our Trafalgar Core Values were written with the children, governors, staff and parents/carers. They are displayed around our school and are referred to frequently so that we live and breathe them. They link with our fundamental British values of democracy, individual liberty and respect for those others with different faiths, beliefs and lifestyles.

**Throughout this policy, the term *parents* refers to both parents and carers.**

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## 1. Introduction and Aims

Clear, open communication between home and school has a positive impact on pupils' learning because it:

- Provides parents with the information they need to support their child
- Enables the school to improve, through feedback and consultation
- Builds trust, helping us better support each child's educational and pastoral needs

This policy aims to:

- Explain how the school communicates with parents/carers
- Set clear expectations for responding to communication
- Help parents/carers quickly resolve any issues and have their questions answered
- Support staff well-being with clear guidance and expectations

## 2. Roles and Responsibilities

### **Senior Leadership Team – Headteacher & Deputy Headteacher (SLT)**

- Ensures communication with parents is effective, timely, and appropriate
- Monitor implementation of this policy
- Review the policy regularly

### **All Staff**

- Respond to communication in line with this policy and the Acceptable Use Policy
- Work collaboratively to ensure parents receive timely information

### **Parents**

- Communicate respectfully with all school staff [and in line with our home-school agreement and acceptable use policy]
- Contact the class teacher or office staff in the first instance to ensure issues can be dealt with by the appropriate staff member.

- Use the school office email address for all email communications:  
[office@trafalgarinfant.com](mailto:office@trafalgarinfant.com)
- Respond to school communication in a timely manner
- Ensure that they are able to receive and check communications through the methods set out in this policy and contact the school if contact details change;
- Not expect staff to respond to their communication on weekends, non-working days or during school holidays;
- Recognise that Teachers and Learning Support Assistants (LSAs) cannot respond when they are teaching/during lessons.
- Keep usernames and passwords secure
- Ensure messages reach staff in time. Parents should notify the school of changes to collection arrangements **by 12:00pm**.
- Ensure the school office know the reason for any absence, ideally by 9am each day or on the first day of absence if known it will be longer than 1 day.

Disrespectful, abusive, or threatening communication will be addressed in line with the Home School Agreement (available on our school website). We also recommend all parents follow the DfE and Parentkind's 'Parent Guide to School Complaints' Appendix 1

### 3. How We Communicate with Parents and Carers

Parents should regularly monitor the following communication channels.

#### **Email**

These may come directly from the office or via our school communication systems: Parentmail and Insight.

Emails are sent to the email addresses of all parents/carers who are recorded on the pupil record as having parental responsibility. Please contact the school office if you need to make changes to this record.

Used for:

- Upcoming events and visits
- Scheduled closures (e.g., In Service Training (INSET) days)
- Surveys and consultations

- Class information (also shared on Seesaw for Reception Parents and Google Classroom for years 1 & 2)
- Curriculum overviews
- Newsletters
- After-school club information
- End of year reports (sent in July)
- Individual Support Plans for children on the Special Education Needs and Disabilities (SEND) register (provided termly).
- Phonic Screening Test Results (this is a statutory check taken by all children in Year 1 and some in Year 2, results are published in July)

### **Phone Calls**

The school will use the phone numbers of parents/carers who are recorded on the pupil record as having parental responsibility. Parents are responsible for contacting the school office if these phone numbers change.

Reasons why we may call parents:

- A child is unwell or needs parent attention (e.g. if they have bumped their head)
- There are incidents involving behaviour, friendships, progress or attendance parents need to be aware of
- To share positive behaviour or achievements

### **Letters**

Paper letters are kept to a minimum to reduce waste and our environmental impact. A hard copy of correspondence will be given for:

- Forms where a signature is required
- Some SEND information and consent
- Curriculum information (on request)

## **Home Learning**

Any Home learning will be communicated via Seesaw (for Reception) and Google Classroom (for Years 1&2).

Reading Diaries are used in Key Stage 1 (Years 1&2).

Children also have a 'Purple Mash' log in which can be used for home Information Technology (IT) learning.

Please speak to class teachers for further information or if you require support logging in.

## **School Website**

The school website is used to share the following information with parents/carers:

- Uniform requirements
- Term dates, including INSET days, and school times
- Key announcements
- Curriculum information and extra-curricular activities
- Policies and procedures
- Contact information
- Admissions

Parents should check the website before contacting the school for any of the above information.

## **Parent-Teacher Consultations**

- We have 2 formal parent consultation evenings a year. These provide all parents with a 10-minute meeting to discuss their child's progress with their class teacher. These are scheduled after school including some early evening slots.
- Additional meetings are held for children who have additional needs (see SEND policy)

## 4. How Parents and Carers Can Communicate with the School

### In Person

We warmly encourage parents to speak to us in person.

- A member of the Leadership team is always available on the gate at the start and end of the day.
- The office is open 8.45-3.45 (if these times are altered, e.g. due to absence/training, we will notify parents in advance)
- Class teachers are at their doors to welcome and dismiss the class. Very quick messages can always be passed on then, although teachers' priority is supporting the children at these times.
- Meetings with class teachers and/or a member of the leadership team can be arranged via the school office. Parents can request meetings via the email or by calling the office. We aim to schedule meetings within **5 working days**, prioritising according to need.

### Email

Used for non-urgent matters.

We aim to acknowledge emails the same day and let you know next steps (e.g. to book a meeting) within two working days.

### Phone Calls

For urgent matters such as:

- To report absence
- Safeguarding or welfare concerns
- Health issues

## 5. Inclusion

We aim to ensure all members of our community can communicate easily with the school.

Support available:

- Translated communications
- Choice of preferred communication e.g. via email, phone
- Communicating out of core hours (8.45-3.45) by request
- West Sussex can provide interpreters for meetings or calls depending on language and availability
- Any other accommodations will be considered. Please ask.

Parents should contact the school office to discuss their needs.

## **6. Monitoring and Review**

- The Headteacher monitors implementation of this policy
- The policy is reviewed annually
- The governing board approves the policy

## **7. Links with Other Policies**

This policy should be read alongside:

8. ICT and Internet Acceptable Use Policy
9. Home-School Agreement
10. Staff Code of Conduct
11. Complaints Policy
12. Staff Wellbeing Policy
13. SEND Policy
14. Medicines Policy

## 8. Common questions and where to find the information

| Question                                                                         | How to Contact the school or find information                                                                                                                                                                                                                                                           |
|----------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What are the school term dates?                                                  | Details on the website                                                                                                                                                                                                                                                                                  |
| Where can I find information about what I can do to help at home?                | Details on Google Classroom (KS1) or Seesaw (Reception)                                                                                                                                                                                                                                                 |
| What is happening next week at school?                                           | Details on Google Classroom (KS1) or Seesaw (Reception)                                                                                                                                                                                                                                                 |
| My child is ill and they won't be in school – what do I need to do?              | Call or email the office before 9am                                                                                                                                                                                                                                                                     |
| How can my child be given medication during the school day?                      | Go to the office to complete a medicines form. Ensure the medicine is clearly labelled and prescribed for your child. Further information can be found in the medicines policy.                                                                                                                         |
| My child is having an issue with another pupil in the school – who do I talk to? | Email the office to arrange a meeting with the class teacher                                                                                                                                                                                                                                            |
| I am unhappy. How do I complain?                                                 | Contact the office to arrange to speak to the teacher (or most appropriate staff member) in the first instance. If the issue is not resolved, follow the school complaints policy. Read the parent complaint guidance provided by the DfE.                                                              |
| How can I communicate with parents in my child's class?                          | Speak to parents at drop off and/or email the Friends of Trafalgar School for a class contact. Some classes have a class WhatsApp group. These groups are not monitored or endorsed by the school. We would advise all parents to post with caution and to address any concerns to the school directly. |
| I need to pay for a school activity, how do I find out how to do this?           | Email the school office.                                                                                                                                                                                                                                                                                |

## 9. Communication Guidance

# COMMUNICATION GUIDELINES

@ TRAFALGAR COMMUNITY INFANT SCHOOL



- 01 WE WORK BEST TOGETHER - WITH MUTUAL RESPECT**

We value a close and productive relationship with families to enable us to do the best for every child. We will always seek to communicate with respect and kindness and ask that everyone does the same. Please be aware that sharing concerns on social media can inadvertently make things worse.
- 02 WE WILL RESPOND TO ENQUIRIES WITHIN 2 WORKING DAYS**

Our office team work hard to respond to all enquiries within a maximum of 2 working days; directing queries to the best member of staff. We will prioritise communications according to need.
- 03 APPOINTMENTS TO SPEAK IN PERSON SHOULD BE MADE IN ADVANCE**

This is to avoid disappointment. The majority of our staff are teaching or in meetings during the school day. You are always welcome to book an appointment via the school office.
- 04 SCHOOL CORE HOURS ARE 8.45AM-3.45PM**

The office will respond to emails and calls within these hours. Teachers may call or email outside these hours but this is not an expectation. Staff are not expected to respond during weekends and school holidays.

**for more information please see our communications policy**