



Hampton Primary Partnership

Parent Communication Policy

Version	Date	Comments
New Policy	Nov 2023	

'Be the best you can be!'

1. Introduction

1.1 The purpose of this policy is to establish clear guidelines and procedures for effective communication between the school, parents and the wider school community. It aims to foster a clear, collaborative and supportive relationship, ensuring that parents/carers are well-informed and engaged in their child's education.

1.2 This policy adheres to the following UK government legislation:

- The Education Act 1996
- The Children Act 2004
- The Data Protection Act 2018
- The General Data Protection Regulation (GDPR)
- The Equality Act 2010

1.3 This policy applies to all staff, students, parents and members of the wider school community involved in the school's activities.

2. Roles and Responsibilities

2.1 The Executive Leadership Team will:

- Develop, implement and review the parent communication policy.
- Ensure that all staff are aware of, and comply with, the policy.
- Ensure staff are provided with a copy of this policy as part of their induction programme.
- Provide necessary training and support for staff in effective communication strategies.
- Regularly review and update the policy as required (every three years).
- Gain feedback from parents at appropriate periods regarding the implementation, impact and efficiency of the schools communication processes.
- Ensure that the policy is listed on the school website so parents have easy access to this document.

2.2 Teachers and Staff will:

- Establish and maintain regular, agreed channels of communication with parents.
- Respond promptly and courteously to parent enquiries and concerns.
- Provide timely and accurate information regarding student progress, achievements and behaviour.
- Collaborate with parents & carers to support their child's learning, progression and wellbeing.
- Provide parents with an annual written report.
- Address parents/carers using their title (Mr/Mrs) and surname in all written communication.
- Staff should send all written communication via the school office who will forward this on to parents unless agreed by a member of SLT.
- Will ensure that all letters / correspondence to parents regarding class / group activities are checked by a member of SLT prior to being distributed.

2.3 Parents & Carers will:

- Actively engage in their child's education by attending meetings, parent-teacher consultations and other school events.
- In line with the attendance policy, ensure the school is notified on the first day of absence by 9.00am.
- Inform the school of any changes or concerns that may affect their child's well-being or learning.
- Ensure the school has up to date and accurate information regarding medical details including any pre-existing injuries (refer to medical policy)
- Inform the school of any changes to address and contact details.
- Respect confidentiality and privacy of other students and staff
- Provide feedback and suggestions for improving communication practices
- Parents wishing to send an email to a Class Teacher, or Learning Support Assistant, should do so via the school office. We would request that parents respect the professional relationship with all staff and refer to them by title and surname (e.g. Mrs Jones).

3. Communication Channels

3.1 General Communication

- **Parent Hub:** The school's main written communication to parents is via Parent Hub. We ask that all parents ensure that they have access to this software.
- **School website:** Provides up-to-date information on school policies, events, news, eForms, curriculum information and general school administration.
- **Newsletter (The Buzz):** This is distributed weekly to all parents, staff and Governors and contains important updates, events, achievements and celebrations.
- **Noticeboards:** Display important notices and information in visible locations within the school premises.
- **Social media (Facebook):** HJS utilises (HJSN will be utilising) social media platforms to share news, events, and celebrate pupil's achievements.
- **Email:** Use email to communicate with parents regarding specific matters or urgent information.
- **Parent Rep WhatsApp:** Each class has a parent rep(s) who help communicate school events via a parent WhatsApp group. Parents are welcome to join this group but must ensure they follow the agreed WhatsApp group policy.
- **Staff emails:** Parents should not contact teachers directly via email unless agreed by a member of SLT. The exception to this would be the Inclusion Team who parents may need regular contact with to ensure their pupils needs are successfully met.

HJS only

- **Google Classroom:** Communication on Google classroom should only occur when it is directly related to the work being completed. This should also be a private message and not shared with the class.

3.2 Parent-Teacher Communication

- **Parent-teacher consultations:** Parent-teacher consultations are scheduled once a term. The focus of these meetings is around the pupil's academic progress, achievements and next steps. These meetings will consider pupil welfare and social aspects but due to time restrictions, additional meetings should be scheduled to discuss more challenging concerns that require greater dialogue.
- **Parent-teacher meetings:** If an additional meeting with a teacher is required, appointments should be arranged via the school office. It is helpful for parents to record in their request the reason for the required meeting. This allows for the staff member to be adequately prepared.
- **Written communication:** the school will provide parents with an annual report outlining the pupils performance and progress.
- **Independent school reports:** for independent school reports, please refer to the Charging Policy.
- **Pick up and drop off:** staff are often available at the beginning and end of the day to allow for brief communication / messages.

3.3 Emergency Communication

- **Parent Hub:** If there is an urgent message that needs to be sent to all families (for example school closure) this will be done via Parent Hub.
- **Parent Rep WhatsApp:** As a second line of communication, in emergency situations, we will ask the Parent Reps to distribute important information via the class WhatsApp groups.
- **Phone calls:** Parents will be contacted directly in critical situations requiring immediate attention for individual pupils.

4. Review Mechanisms

- ELT will regularly evaluate the effectiveness of communication channels and strategies.
- The school will seek feedback from parents, staff and pupils to identify areas for improvement.
- The school will monitor response rates and engagement levels to assess the impact of communication efforts.
- The school will conduct a comprehensive review of the parent communication policy every three years involving all stakeholders
- Governors will seek and consider parent views regarding communication.

5. Data Protection and Confidentiality

The school will:

- ensure that all communication complies with the Data Protection Act 2018 and UK GDPR

- Safeguard personal information and only share it on a need-to-know basis
- Obtain consent from parents before sharing any sensitive information about their child.

6. Complaints and Concerns

- Any concerns or complaints should be dealt with in line with the school Complaints Policy.

7. Linked policies

This policy should be read in conjunction with the following:

- Complaints Policy
- WhatsApp guidance
- Medical Policy
- Home school Agreement
- Expected Behaviour of Visitors/Parents on School Premises Policy
- Charging policy
- Attendance policy