



## Communication between School and Home

*Effective communication between the school and home is an essential part of being a successful community. Pupils achieve more when schools and parents/carers work together in close partnership, sharing and modelling the same values. Parents/carers can help more if they know what the school is trying to achieve just as staff and governors will be more effective if they have a good understanding of parent/carer perspectives.*

### General Principles and Aims

- to have clear, effective communication with parents/carers and the wider community at all times. Effective communication enables us to share our aims and values by keeping all informed about school life. This reinforces the important role that parents/carers play in supporting the school
- staff will always seek to establish and maintain open and friendly relationships with parents/carers and to keep relationships professional
- to use straightforward language and avoid jargon thereby making communication as accessible as possible, providing translations when necessary
- to respond within stated timeframes to parents'/carers' letters and emails

### Contact Hours and Response Times

School is open and telephone lines answered where possible between 8:30 am and 4 pm.

Please only send e-mail correspondence to the school between our core hours of 7 am in the morning and 7 pm in the evening Monday to Friday. Our 7 until 7 email policy is school-wide, applies to all staff and is in place to help manage expectations. E-mails can be crafted outside of these hours and scheduled to be sent within these hours. Our end in mind is community well-being in a world that is increasingly open 24 hours a day.

Response times may vary although we aim to respond to non-urgent (non-safeguarding related) communications within two working days of receipt.

### E-mail

Wherever possible please use:

- [enquires@heart-england.co.uk](mailto:enquires@heart-england.co.uk)
- [Contact Us webpage](#)

for all non-urgent queries please use e-mail if possible rather than telephone calls. Please use the [COVID@heart-england.co.uk](mailto:COVID@heart-england.co.uk) address as directed in all our COVID 19 correspondence.

Everyone in the school community must remember that emails have the same status and impact as letters and should be written and responded to with the same level of care, courtesy and attention to tone.

### Phone Calls

Telephone contact with school should be used for more urgent safeguarding related concerns and issues.

Staff will take written notes about the content of telephone calls, as they would with other meetings with parents/carers.

### Addressing Parental Concerns

Concerns and complaints will be dealt with in line with the school [complaints policy](#) and follow appropriate levels of escalation.

We encourage parents/carers to contact the relevant **form tutor** at the earliest opportunity if they have concerns regarding their child's progress or well-being. The form tutor may then enable contact with:

- a. a subject teacher if there are specific subject problems



- b. escalation to a Curriculum Leader/Pastoral Manager or Academic Manager if the issue is persistent or more serious
- c. the appropriate member of the Leadership Team should the issue or concern not be resolved at level b

We aim to resolve concerns informally in the first instance and appreciate appropriate levels of escalation as outlined in stages detailed within the policy.

At Stage 2, all letters of formal complaint and linked paperwork should be sent to:

- [enquiries@heart-england.co.uk](mailto:enquiries@heart-england.co.uk)
- [complaints policy](#)

## Parent–Staff Meetings

Parents/carers can only meet staff when a meeting has been requested and agreed in advance. **Please do not come to school without an appointment.** Exceptions may be required in rare cases of emergency.

A member of staff may ask for their line manager or colleague to accompany them at meetings with parents/carers.

We aim to focus on *constructive outcomes*. If a visitor does become aggressive or abusive in person or virtually, the staff member has been advised to close the meeting and report the matter to his or her line manager.

It is also perfectly acceptable to call a meeting to a close in order to allow time for further investigation.

## Consultation Evenings and Forums

Parents/carers are asked to meet their child's subject teachers once a year at a consultation evening. We meet with parents/carers more regularly if pupils:

- a. have special educational needs
- b. are making less than expected progress
- c. are experiencing difficulties

Consultation evenings will remain virtual for ease of access.

## Newsletters

Newsletters will be published throughout the year at appropriate dates, containing general details of school events and activities. Newsletters will be sent by email and will also be published on the school website. We will send other information of a general nature when necessary.

## Prospectus

[The school prospectus](#) is available on the school website and contains all the information required to give parents a complete picture of the school's delivery of education. It is updated every year, or more frequently if necessary.

## Website

[The school website](#) is the primary source of information about the school and promotes the school to a wider audience. It has a regularly updated parent/carer area providing and highlighting information specifically for parents and carers.

The school's policies, statutory data and curriculum information are also available on the website.

## Social Media

The school has an official [website](#), [Twitter account](#), [YouTube Channel](#) and [Facebook Page](#) and uses these to communicate with our stakeholders and alumni. We understand that other unofficial sites/accounts may exist and even use the school name; we caution that the content of these platforms may not always



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## Creating Futures

contain accurate information and are not monitored or regulated by the school. If you have any queries related to the content of any unofficial social media postings that are causing you anxiety or concern, please do not hesitate to contact the school directly.

### Helpful Links

- [Contact Us Page](#)
- [Twitter](#)
- [School Website](#)
- [Facebook](#)
- [YouTube](#)

Our ultimate end in mind is your child's safety and quality of educational experience. Our Home School Partnership Agreement is central to our partnership and the delivery of excellent outcomes for our students.

Thank you for your ongoing support.