



ST MICHAEL & ALL ANGELS C. E. (FOUNDATION) PRIMARY AND PRE-SCHOOL

HOME-SCHOOL COMMUNICATION POLICY

This policy is written in support of the Vision and Values of St Michael and All Angels (Foundation) Primary and Pre-School.

Last Reviewed	Summer Term 2025
Next Review Due	Summer Term 2026

This policy will be supported by the following policies and procedures:

- Staff code of conduct
- Complaints
- Parent/carer Code of Conduct

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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.
- Help the school improve, through feedback and consultation with parents/carers.
- Build trust between home and school, which helps the school better support each child's educational and pastoral needs.
- Promote positive partnerships between parents/carers, staff, and pupils.
- Ensure respectful and constructive communication.
- Maintain a safe and uplifting environment for the school community.

The aim of this policy is to promote clear and open communication by:

- Explaining how 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.

Roles and responsibilities

Governors

The Governors are responsible for:

- Overseeing the home-school communication policy, including reviewing and approving the policy to ensure inclusivity for all families, particularly those with SEND;
- Regularly monitoring the effectiveness of communication strategies and gathering feedback from parents, pupils, and staff for necessary adjustments; encouraging two-way communication between home and school while supporting initiatives like workshops and open days;
- Ensuring staff receive training on effective communication strategies and that adequate resources are allocated for implementation; maintaining compliance with legal and regulatory requirements while benchmarking communication practices against best practices from other schools;
- Aligning the communication policy with the school's improvement goals, conducting regular assessments to evaluate the impact of communication strategies on pupil outcomes.

Headteacher

The headteacher is responsible for:

- Ensuring that communications with parent/carers are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

School Business Manager or Office Staff

The School Business Manager is responsible for

- Setting up parent/carer accounts to MCAS
- Setting up parent/carer accounts for Teachers2Parents and School Money
- Be the initial point of contact for communication to enable teaching staff to be able to focus on pupils learning.

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Staff

All staff are responsible for:

- Responding to communication from parent/carers in line with this policy.
- Working with other members of staff to make sure parent/carers get timely information (if they cannot address a query or send the information themselves)

Parent/carers

Parent/carers are responsible for:

- Ensuring that communication with the school is respectful at all times as per our Home School Agreement
- Ensuring that school has the most current contact information
- 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
- Checking all communications from the school

How we communicate with parents and carers

The sections below explain how we keep parent/carers up to date with their child's education and what is happening in school.

Parent/carers should monitor all the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email

School use email to keep parent/carers informed about the following things:

- Letters about upcoming school events
- School surveys or consultations
- Class activities or teacher requests
- Trips and clubs
- Newsletters

Text messages

We will text parent/carers about:

- Payments
- Send positive texts about your child
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Reminders for upcoming events

School calendar

Our school website includes a full school calendar for the term.

Where possible, we try to give parent/carers 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

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special items or materials). Any such event will be included in the school calendar and usually informed by a letter via email.

Phone calls

School will contact parent/carers by phone call for a variety of reasons including:

- Emergency situations should your child need medical attention.
- If a child is absent and we haven't had a reason why i.e. First Day Calling Procedure.
- To clarify information.
- To chase for payments.
- To discuss a child.

Parent/carers can use these calls to ask questions or raise concerns as appropriate.

Letters

We send the following letters home regularly via Teachers2Parents email:

- Letters about trips and visits
- Events
- Our weekly newsletter

Reports

Parent/carers receive reports from the school about their child's learning, including:

- A mid-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance. This is in line with Department for Education expectations.
- A report on KS2 SATs tests
- A report on KS1 Phonics tests
- A report on Yr 4 Multiplication tests

Meetings

School arranges a formal pupil consultation in the Autumn Term where parents and carers can speak to their child's teacher(s) about how their child has settled into the new school year, their achievement and progress so far, this is in line with Department for Education expectations.

There are also drop-in sessions at other points in the year as well as separate appointments when a child is on the SEN (Special Educational Needs) register.

School also holds pastoral drop-in sessions throughout the years when a child's wellbeing, or any other area of concern can be discussed with our pastoral team.

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

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- Important contact information
- Information about before and after-school provision
- Information about Pre-School and funded hours

Parent/carers should check the website before contacting the school.

Home-school communications app

- School uses MCAS (My child at School) to allow parent/carers to see attendance data for their child.
- School uses Teachers2Parents to text and email information to parent/carers.
- School uses School Money for payments and purchases.

Facebook

The school has a Facebook page which shares some of the excellent work school does, this is a showcase for the school as opposed to a form of communication.

How parents and carers can communicate with the school

Parent/carers 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.

Emails

Communication with parents/carers is important to us and we wish to make this as accessible as possible. Email communication is a useful tool, and we are also conscious of workload and well-being. Parent/carers can email the school, or the appropriate member of staff, about non-urgent issues in the first instance. Staff aim to acknowledge all emails within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

There is no expectation for staff to respond to emails outside their own working hours. Therefore, emails that may be written and scheduled to be sent at a prearranged time e.g. club emails. Consequently, emails will only be responded to on the next working school day.

*We are aware that email communications, can be used as vehicles to vent frustrations and express anger and would recommend that if feelings are that strong on a matter, that a face-to-face meeting in school would be preferable for all parties.

Phone calls

Phone calls into the school are most frequently answered by members of our office staff who can take messages and organise meetings. Our office staff may not be able to answer specific queries or be familiar with varying circumstances and therefore they may require someone to return a call at the earliest convenience which could be at the end of the school day.

If parent/carers 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 two working days.

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 and carers have spoken to the appropriate member of staff within 5 days of your request.

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If the issue is **urgent**, parent/carers should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues (please ask for Safeguarding Lead)

For more general enquiries, please call the school office.

Meetings

We try to schedule all meetings within five working days of the request, although we aim to organise them as soon as possible.

While teachers are available at the beginning or end of the school day if parents/carers need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning.
- Updates related to pastoral support, their child's home environment, or their wellbeing may be handled by the pastoral team.

Responses

Staff will **aim** to respond to communication during core school hours – Monday to Friday (term time only) between 8am and 4pm, 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 and respond outside of these hours, but they are **not expected** to do so.

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent/carers code of conduct.

Accessibility

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

Parents/carers 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 on request.
- All communications are written as clearly and concisely as possible.
- Accessibility is considered when designing/updating the school website.
- Staff are trained in accessibility and will endeavor to provide information in an accessible format.

Parents/carers 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.

Parent/carers with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

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- English

Parent/carers 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.

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Appendix 1: school contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office at admin@st-michaelangels.calderdale.sch.uk or 01274 676246
- Put the subject of your query in the subject line (for emails)
- We will forward your request to the relevant members of staff.

Remember: check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO (LINKS)
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	Learning mentor – Mrs C Westby
Payments	School Business Manager – Mrs S Mooney
School trips	School Business Manager – Mrs S Mooney
Uniform/lost and found	School office – Mrs A Whyte or Miss S Brooke
Attendance and absence requests	If you need to report your child's absence, call: 01274 676246 and press option 1 If you want to request approval for term-time absence, please complete a Leave from Learning form which can be found on our website under Helpful Information/Forms
School events/the school calendar	School office – Mrs A Whyte or Miss S Brooke
Special educational needs (SEN)	SENCo – Miss S Lawless (Mrs C Berry deputy SENCo)
Before and after-school clubs and Pre-School	School office – Mrs A Whyte or Miss S Brooke
PTA	PTFA
Governing board	Governing Body

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I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO (LINKS)
Catering/meals	School office – Mrs A Whyte or Miss S Brooke

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. [Complaints Policy](#)

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