



Communications Policy

Harrow Way Community School





COMMUNICATIONS POLICY

This policy, like all school policies, is to be implemented in accordance with the principles and practice stated in our Single Equality Scheme.

Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have very full timetables; and we recognise that parents and carers also have very busy lives.

Contacting the School

Communication by email (staff email on website) or student planner are the preferred method.

Student planner

Notes in student planners are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication.

The student is responsible for showing the note to the correct teacher and this is the best way for parents/carers to ask teachers to contact them if they require a more detailed conversation.

Teachers want to respond to parental queries at the earliest opportunity and will try their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

Email

Staff email addresses should be used to contact staff directly.

We aim to respond to emails as soon as possible and within two working days. Part-time staff may take longer to reply.

Teachers are not in a position to check emails when they are teaching and the school does not expect work emails to be checked during a teachers' personal time.

Telephone The child's tutor should be the first point of contact about concerns. The main reception number 01264 364533 should be used to leave a message for a teacher. • Reception staff will relay messages to teachers as soon as possible. • If a call is urgent, the receptionist will attempt to find a senior member of staff to speak to the caller. Harrow Way staff will respond to all telephone calls within two working days, if not the same day. Lessons will never be interrupted for teachers to take calls.



Meetings

The day-to-day care, welfare and safety of individual students is managed by the person who is placed closest to them.

The following members of staff will be approached in the order detailed:

1. Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
 2. Year Leader, Year Leader Assistant or Subject Leader (if query is relevant to a specific subject)
 3. Assistant Headteacher
 4. Deputy Headteacher
 5. Headteacher
- Levels should not be jumped unless urgent. Queries will be passed back down to the relevant staff member.
 - Meetings should always be pre-arranged with members of staff.
 - If a parent/carer urgently needs to see someone, for instance if there is a serious family emergency or a child protection issue, a phone call should be made ahead and the reception staff will do their best to find a senior member of staff.
 - For non-urgent meetings we will aim to meet with parents/carers within three working days. The School will determine the level of urgency at its discretion, to enable it to manage multiple demands.
 - Parents/Carers should not just turn up to school as it is very unlikely that they can be seen without pre-arranging an appointment.

Please refer to our [Acceptable Parent/Carer behaviour policy](#) for more details.

Contacting Parents/Carers

Our preferred method of contacting parents/carers is via telephone or email as such it is vital that all contact details are kept up to date. Parents are responsible for letting the school know of any changes in contact details.

Social Media

Harrow Way uses social media channels to promote student achievements, subject information and generic education information. Details can be found by searching Harrow Way twitter and by using the school website.

No Response

If a response from the school has not been received within two working days, the parent/Carer should contact the school by emailing Reception@harrowway.hants.sch.uk and they will chase up the enquiry.



Communication with parents and carers is important to us and we will continue to monitor This policy and our approach to improve the process further.

Each student is provided with a copy of our Home School Agreement, which is located in their student diary. Students, parents and the Headteacher are all requested to sign this agreement to ensure that the expectations and responsibilities from all parties are clear. The Home School Agreement is shown below:

HOME SCHOOL AGREEMENT

We place the greatest importance on the home/school partnership in order to secure the success of every student. This means maintaining good communication and proactively promoting student learning.

School Commitment

We will:

1. Support your child's wellbeing and safety by providing a safe, supportive and caring environment
2. Help and encourage your child to reach their full potential
3. Monitor and update on your child's progress at parent meetings and in termly written reports
4. Communicate any concerns about your child's attendance/behaviour/wellbeing with you as their parent or carer, and respond to any concerns from your child or parents/carers
5. Provide a broad and balanced curriculum that caters for all children
6. Provide a careers education programme and independent careers advice
7. Promote high standards of behaviour, and outline clear expectations in our behaviour policy so we can maintain a safe environment for all children
8. Set homework that supports the delivery of the curriculum and mark it where appropriate
9. Provide support to students with additional Special Educational Needs, according to the SEN code of Practice
10. Provide opportunities for every student to take part in a wide range of enrichment activities
11. Offer opportunities for parents and carers to get involved in school life
12. Communicate between home and school through notices, newsletters, text, email and the school website
13. Respond to communications from parents within 48hrs.

Headteacher

Signature for the School



Parent/Carer Commitment

As a parent I will:

1. Ensure my child attends school everyday and on time with the correct equipment
2. Encourage high attendance (minimum 96%) and ensure that any absences are explained properly
3. Ensure my child adheres to the school uniform policy (e.g. no false eyelashes, no nail polish/false nails, nose piercings)
4. Support the school to make sure my child maintains a consistently high standard of behaviour and ensure any sanctions are adhered to
5. Communicate to the school any concerns that I have about my child that may affect their behaviour in school or ability to learn
6. Make sure communication with the school is respectful, and that I make every reasonable effort to address my communications to the appropriate member of staff.
7. Work in partnership with the school to resolve any issues that may arise
8. Attend all parents' evenings or meet the tutor events.
9. Support my child with homework and other opportunities for home-learning. This will include checking **Satchel One**
10. Monitor and take responsibility for my child's mobile phone and social media usage
11. Understand that I should communicate with staff during core school hours, and although they may at times respond outside of those hours, I can't always expect that
12. Understand that staff have up to 48 hours to respond to communication
13. If as a parent/carers, I am unhappy with something that has happened at school I will use appropriate channels to resolve this. (Approach your child's tutor in the first instance. Then seek advice from the Head of Year or when necessary from a member of the Senior Team.)

As a parent/carers, I will not:

1. Take my child on holidays during term time
2. Turn up to school without an appointment
3. Post grievances about staff or other members of the school community on social media (in line with the Malicious Communication Act)
4. Condone my child breaking the school uniform or behaviour policy
5. I will not contact my child via their mobile phone during the school day.

Name:

Signature:

Date:



Student Commitment

I will:

1. Arrive at school and my lessons every day on time and ready to learn
2. Adhere to the school behaviour policy
3. I will try my best to do my work and ask for help if I need it
4. Do my homework on time and raise any issues with my teachers
5. Speak to an adult about any issues I'm experiencing that may affect my work or behaviour
6. Speak to an adult about any concerns I have about my or other pupils' safety
7. Wear the correct school uniform (e.g. no false eyelashes, no nail polish/false nails, nose piercings)
8. Bring to school all the equipment I need each day
9. Treat all members of the school community with care and respect
10. Look after school equipment, and show respect for the school environment and local community.

Name(s):

Signature(s):

Date:

Committee responsible for review: PPD

Date Ratified: 5th May 2023

Date of next review: May 2026