



# Communications Policy

## Harrow Way Community School





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

## Overview

We are committed to working in close partnership with parents and carers, recognising that clear, timely and respectful communication is central to supporting every student's success and wellbeing.

We understand that both school staff and families have busy schedules. This policy aims to set out clear expectations and effective channels for communication, ensuring that information is shared efficiently, queries are addressed appropriately, and all members of the school community feel informed, supported and valued.

## Contacting the School

Email (via staff contact details on the school website) and the student planner are the preferred methods of communication between home and school. These channels enable messages to be directed appropriately and responded to in a timely and efficient manner.

All communication should be courteous and respectful. We ask that parents and carers communicate in a way that reflects the values of our school community. Language that is aggressive, abusive or discriminatory, including personal comments about a member of staff's competence or ability, the use of offensive language, or any form of intimidation, is not acceptable.

We are committed to responding to concerns in a professional and supportive manner and ask that all members of the community work together to maintain a positive and constructive dialogue.

### Student planner

The student planner is an effective and often the most immediate way to communicate with teachers, particularly for routine or day-to-day matters. Parents and carers are encouraged to use the planner for most general communication.

Students are responsible for sharing messages with the appropriate member of staff. This method is also a helpful way for parents/carers to request that a teacher makes contact where a more detailed conversation is required.

Staff aim to respond as promptly as possible; however, as teachers spend the majority of their time teaching and preparing lessons, a same-day response is not always possible. In line with school expectations, staff are not required to respond to messages during their personal or family time.

### Email

Email is an appropriate method for contacting staff directly.

We aim to respond to emails as soon as possible, and within **two working days (48**



**working hours**). Responses from part-time staff may take slightly longer.

Teachers are not able to check or respond to emails during teaching time, and there is no expectation for staff to engage with work-related communication outside of their working hours.

### Telephone

For most concerns, the child's Form Tutor should be the first point of contact.

Parents and carers may contact the school via the main reception number to leave a message for a member of staff. Messages will be passed on as soon as possible.

If a matter is urgent, reception staff will seek to involve an appropriate senior member of staff. All telephone enquiries will be responded to within **two working days (48 working hours)**, if not sooner. Lessons will not be interrupted for teachers to take calls.

### Meetings

The day-to-day care, welfare and academic progress of students is managed by the staff member closest to them. Parents and carers should follow the structure below when raising queries:

1. Form Tutor or Classroom Teacher (for subject-specific matters)
2. Year Leader, Year Leader Assistant or Subject Leader
3. Assistant Headteacher
4. Deputy Headteacher
5. Headteacher

This structure ensures that queries are addressed efficiently and by the most appropriate person. Where necessary, queries will be directed back to the relevant member of staff.

All meetings must be arranged in advance.

In urgent situations (for example, a serious family emergency or safeguarding concern), parents/carers should telephone the school in advance. Reception staff will make every effort to arrange for a senior member of staff to respond.

For non-urgent matters, we aim to offer a meeting within **three working days**, although this may vary depending on availability. The school will determine the level of urgency in order to manage competing demands effectively.

Parents and carers should not arrive at school without an appointment, as it is unlikely that a member of staff will be available to meet.

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



## Contacting Parents/Carers

The school will contact parents and carers by telephone or email. It is therefore essential that contact details are kept up to date. Parents and carers are responsible for informing the school of any changes.

## Social Media

The school uses social media platforms to share student achievements, curriculum information and general updates. These channels are for information only and should not be used to raise individual queries or concerns.

## No Response

If a response has not been received within **two working days (48 working hours)**, parents and carers should contact the school via the main reception email address: [Reception@harrowway.hants.sch.uk](mailto:Reception@harrowway.hants.sch.uk). The enquiry will then be followed up.

## Review

We value effective communication with parents and carers and will continue to review and refine our approach.

All students receive a Home–School Agreement within their planner. This agreement is signed by the student, parent/carer and Headteacher to confirm a shared understanding of expectations and responsibilities.

A copy of the Home School Agreement is provided in Appendix 1.

**Committee responsible for review:** PPD

**Date Ratified:** 14/05/2026

**Date of next review:** May 2029



## APPENDIX 1:

## 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.**

- **Our Commitment to Your Child**
- We will:
  - Keep your child safe and support their wellbeing in a caring and supportive environment.
  - Help your child achieve their best.
  - Keep you informed about your child's progress through parents' evenings and written reports each term.
  - Contact you if we have concerns about your child's attendance, behaviour, or wellbeing, and listen to any concerns you or your child may have.
  - Provide a broad and balanced curriculum for all students.
  - Offer careers education and independent careers advice.
  - Promote good behaviour and make our expectations clear through our behaviour policy.
  - Set homework to support learning and mark it when appropriate.
  - Provide support for students with special educational needs in line with the SEND Code of Practice.
  - Offer a wide range of clubs, trips, and other enrichment opportunities.
  - Encourage parents and carers to be involved in school life.
  - Keep in touch through letters, newsletters, text messages, emails, and the school website.
  - Respond to parent communications within 48 hours during working days.

### Headteacher

A handwritten signature in black ink, appearing to read 'A. Geman'.



## Parent/Carer Commitment

As a parent or carer, I will:

- Make sure my child attends school every day, arrives on time, and brings the correct equipment.
- Support high attendance (at least 96%) and explain any absences.
- Ensure my child follows the school uniform rules, including no false eyelashes, nail polish, false nails, or nose piercings.
- Support the school in maintaining high standards of behaviour and ensure any sanctions are followed.
- Inform the school of any concerns that may affect my child's learning, behaviour, or wellbeing.
- Communicate with school staff respectfully.
- Contact the most appropriate member of staff when raising a concern.
- Work with the school to resolve any issues.
- Attend parents' evenings and tutor meetings.
- Support my child with homework and home learning.
- Monitor and take responsibility for my child's use of mobile phones and social media.
- Understand that staff will usually reply during school working hours.
- Allow up to 48 hours for staff to respond.
- Follow the school's complaints procedure if I am unhappy about something:
  - First, contact my child's tutor.
  - Then, if needed, contact the Head of Year.
  - Finally, contact a member of the Senior Leadership Team if necessary.

## As a Parent or Carer, I Will Not:

- Take my child on holiday during term time.
- Come to school without making an appointment.
- Post complaints about staff, students, or the school on social media.
- Encourage my child to break school rules on uniform or behaviour.
- Contact my child on their mobile phone during the school day.



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## Student Commitment

I will:

- Attend school every day and arrive on time, ready to learn.
- Follow the school behaviour policy.
- Try my best in all lessons and ask for help when I need it.
- Complete my homework on time and tell my teachers if I have any problems.
- Speak to an adult if something is affecting my learning or behaviour.
- Tell an adult if I am worried about my own safety or someone else's safety.
- Wear the correct school uniform, including no false eyelashes, nail polish, false nails, or nose piercings.
- Bring all the equipment I need each day.
- Treat everyone in the school community with kindness and respect.
- Look after school property and respect the school and local community.