



Our Lady of Lourdes Catholic Primary School

Curbridge Road, Witney, Oxfordshire OX28 5JZ
01993 702480
office@ololwit.org.uk

Principal: Mr D O'Connor



THE ARCHDIOCESE
of BIRMINGHAM

Home-school Communication Policy

Our vision for Our Lady of Lourdes Primary School reflects a passionate commitment to learning and recognition of the uniqueness of individual learners. It is driven by our desire to offer the best possible education for our pupils in partnership with parents, the church and the local community.

Our Lady of Lourdes primary school:

'promotes a Christ-centred, caring environment, where individuals develop their full potential, and achievement is celebrated.'

Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive effect on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education;
- Helps the school improve, through feedback and consultation with parents/carers; and
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

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

- Explaining how the school communicates with parents/carers;
- Setting clear standards for responding to communication from parents/carers; and
- 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.

In the following sections, we will use 'parents' to refer to both parents and carers

Roles and responsibilities

Principal

The Principal is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate; and
- Reviewing this policy regularly.

Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy;
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves); and

Staff will not respond to communications outside of school hours (8.30 am to 4.00 pm)), or their working hours (if they work part-time), or during school holidays.

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times;
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance;
- Respond to communications from the school (such as requests for meetings) in a timely manner; and
- Checking all communications from the school.

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

How we communicate with parents and carers

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

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

Email

We use email to keep parents informed about the following things:

- Upcoming school or class events;
- School lunches;
- Scheduled school closures (for example, for staff training days);
- School surveys or consultations; and
- Class activities or teacher requests.

Text messages

We will text parents about:

- Unexplained child absences if we are unable to speak with a parent;
- When a child suffers a bump to their head;
- Short-notice changes to the school day; and
- Emergency school closures (for instance, due to bad weather).

School calendar

Our school website and monthly newsletter include a full school calendar for the next half-term. Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies, or requests for pupils to bring in special items or materials). Any such event will be included in the school calendar.

Telephone calls

We will telephone parents about:

- Unexplained absences;
- When a child becomes unwell during the school day and needs to be taken home; and

- Concerns about a child's progress or behaviour if we have been unable to speak with a parent at the end of the school day.

Letters

We send the following letters home regularly:

- Consent forms for sporting fixtures.

Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance; and
- A report on KS1 and KS2 SATs tests.

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Meetings

- We hold two parents' evenings a year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern;
- The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing; and
- Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

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;
- Important contact information; and
- Information about before and after-school provision.

Parents should check the website before contacting the school.

How parents and carers can communicate with the school

Please 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.

Email

- Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance;
- We aim to acknowledge all emails within two working days, and to respond in full, if necessary, (or arrange a meeting or telephone call if appropriate) within five working days; and
- If a query or concern is urgent, and you need a response sooner than this, please call the school.

Phone calls

- If you need to speak to a specific member of staff about a non-urgent matter, please email the school office and the relevant member of staff will contact you within two working days; and
- If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within five days of your request.

If your issue is urgent, please call the school office. Urgent issues might include things like:

- Family emergencies; and
- Safeguarding or welfare issues.

For more general enquiries, please call the school office.

Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within five working days of the request.

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

- Any concerns you may have about your child's learning; and
- Updates related to pastoral support, your child's home environment, or their wellbeing.

Inclusion

It is important to us that everyone in our community can communicate easily with the school. We currently make whole-school announcements and communications in English. Parents who need help communicating with the school can request an interpreter for meetings or telephone calls.

We can make additional arrangements if necessary. Please contact the school office to discuss these.

Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use;
- Parent code of conduct;
- Staff code of conduct; and
- Complaints.

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy, which can be found on the school website.

Monitoring and review

Any changes made to this policy will be communicated to staff and parents.

Dated: July 2021

To be Reviewed: July 2023, or earlier if required

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 on office@ololwit.org.uk or 01993 702480
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)

We will forward your request on to the relevant member of staff. We try to respond to all emails within two working days.

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
My child's learning/class activities/lessons/homework	Your child's class teacher
My child's wellbeing/pastoral support	In the first instance, your child's class teacher
Payments	School Office
School trips	School Office or your child's class teacher
Uniform/lost and found	School Office
Attendance	If you need to report your child's absence, call 01993 702480 and leave a message
Absence requests	Please collect an absence request form from the School Office and then leave the completed form with the School Office
Bullying and behaviour	Your child's class teacher
School events/the school calendar	School Office
Special educational needs	SENCo
Breakfast Club	basc@ololwit.org.uk 07898 805209
After School Club	basc@ololwit.org.uk 07898 805209
Hiring the school premises	Mrs Fletcher
The PTA	School Office
Local Governing Board Representatives	School Office
Catering/school lunches	School Office