



Tudor Grange Academies Trust

Home-School Communication Policy

Document title	Home-School Communication Policy
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Date of Approval/Review	9 July 2026
Approving Committee	Education Performance Committee
Version	1.1
Policy review date	Annual – July 2027

Highlighted sections of this policy to be localised by individual school

Date updated	Version	Change from last version
15.05.2025	1.0	New document
09.07.2026	1.1	Document review, additional bullets in paragraph 2.3. Paragraph 3.10 moved to 3.3 with subsequent paragraph renumbering. Link to Feedback, Concerns and Complaints Procedure added to Appendix 1. "we/our" clarified to school or Trust throughout.

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1 Introduction and aims

- 1.1 The purpose of this Home School Communications Policy is to establish clear guidelines and expectations for how communication will occur between school and home within Tudor Grange Academies Trust ("the Trust", "TGAT"). This policy aims to strengthen the relationship between all parties involved, ensuring that all relevant information is shared in a respectful, and constructive manner.

This policy applies to all schools within the Trust, including teaching and non-teaching staff, students, and their parents or guardians. By setting clear expectations and providing a structured approach to communication, the Trust aims to create a cohesive and supportive environment that benefits everyone involved in the pupil's educational journey.

- 1.2 The Trust believes 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
 - Helps the school improve, through feedback and consultation with parents/carers
 - Builds trust between home and school, which helps the school better support each child's educational and pastoral needs
- 1.3 The aim of this policy is to promote clear and open communication by:
- Explaining how the 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

- Ensuring that all communication is guided by the core principles of transparency, respect, timeliness, and confidentiality. These principles foster an environment where parents and carers feel informed, valued, and respected.
- Committing to an inclusive environment where all voices are heard and valued, ensuring that everyone has access to the information and support they need to engage effectively with the school.

1.4 In the following sections, the Trust will use 'parents' to refer to both parents and carers.

2 Roles and responsibilities

Adapt this section as necessary.

2.1 Principal

The Principal is responsible for:

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

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's ICT (Information Communication and Technology) 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)

Staff will **aim** to respond to communication during core school hours **[[insert school hours]]**, or their working hours (if they work part-time).

[Adapt the following to suit your school's approach.] 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.

Link to your ICT and internet acceptable use policy, or explain where a copy can be found.

Link: <https://www.tgacademy.org.uk/document/3917#online-safety-policy/>

2.3 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
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Supporting the Behaviour Policy of the school, including sanctions applied to their child

- Communicating any concerns through direct dialogue with an appropriate member of staff before pursuing the formal complaints process, in the interests of maintaining a positive partnership and securing timely and effective resolution
- Ensuring they do not use artificial intelligence tools in a way that unduly escalates or distorts concerns

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our Parent Code of Conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours **[[insert school hours]]**, or during school holidays. Please be aware that staff are extremely busy – they will respond to communications as soon as they are able to within the timeframes further in this policy.

Link to the Parent Code of Conduct, explain where parents can see a copy.

3 How we communicate with parents and carers

The sections below explain how the school keeps 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.

3.1 Email

The school uses email to keep parents informed about the following things: **Adapt this list as appropriate**

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

3.2 Text messages

The school will text parents about: **Adapt this list as appropriate**

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.3 Home-school communications app

If your school uses an app to send messages home, explain what you use the app for so parents know what to expect.

The school will message parents about:

- Payments
- Reminders about events etc.
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.4 School calendar

The school [school website/newsletter/etc.] includes a full school calendar for the [month/half-term/term/etc.].

Where possible, the school try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.5 Phone calls

Explain your school's approach to calling parents.

Staff may contact parents by telephone to check information, this may look like:

- Where a child does not have the correct equipment (e.g. packed lunch, PE kit, musical instruments)
- Regarding payments
- Attendance
- Behaviour or if there are other concerns.

Staff can contact parents to make them aware of positive achievements and progress their child has made.

3.6 Letters

The school sends the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our [weekly/monthly/termly/etc.] newsletter

3.7 Homework books/school planners

If your school uses planners or homework books to send messages home, explain how you use these.

3.8 Reports

Adapt this section as appropriate.

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
- Termly progress reports
- A report on Key Stage (KS) 1 and KS2 SATs tests
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

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

3.9 Meetings

The school holds [number] parents' evening(s) per term. 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.

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.

3.10 School website

Key information about the school is posted on the school's website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

3.11 Social Media

The Trust is committed to using social media platforms responsibly, ensuring that all content shared aligns with the Trust's educational values and promotes a positive and respectful environment. This includes sharing updates, announcements, and celebrating student achievements in a manner that adheres to the school's policies on privacy, inclusivity, and safety. The Trust also expects parents to use social media responsibly when engaging with the school community. This includes refraining from sharing personal information about students, staff, or the school without consent, and maintaining respectful and constructive communication in online discussions related to school matters.

If your school uses social media, explain how you use social media so parents know what to expect.

4 How parents and carers can communicate with the school

Parents 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.

Staff do their best to be supportive and address any issues as soon as they can. The school understands that sometimes parents/carers can be upset about issues, but the school expects discussions to take place in a calm and non-threatening way. Trustees will not tolerate aggressive behaviour towards TGAT Staff and the Trust's Parent Code of Conduct outlines the Trust's expectations and response if this occurs.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

The school aims to acknowledge all emails within [number] working days, and to respond in full (or arrange a meeting or phone call if appropriate) within [number] working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

4.2 Phone calls

If parents 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 [number] 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. The school aims to make sure parents have spoken to the appropriate member of staff within [number] days of your request.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Adapt this list as required

For more general enquiries, please call the school office.

Adapt this section in line with section 3.4 about phone calls. For instance, if your staff regularly call parents to talk about their child's attainment and progress, you could explain to parents that they can use these calls to ask questions or raise concerns as appropriate.

4.3 Meetings

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

The school tries to schedule all meetings within [number] working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, it is recommended 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

4.4 Home-school communications app

If your school has an app that parents can use to communicate with the school, explain when parents should use the app and any expectations you have of parents and staff.

5 Inclusion

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

5.1 Parents with additional communication needs

The Trust aims to make communications accessible to all. The school has 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
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website [give examples, such as: providing alt text for images, using text colours that show up clearly against the background colour]
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents 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.

5.2 Parents with English as an additional language (EAL)

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

- English
- [Add relevant language]
- [Add relevant language]

Parents 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

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

6 Monitoring and review

The Principal monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by the Local Governing Body ("LGB").

The Trust welcomes feedback from parents, guardians, and students on communication practices. To provide feedback please contact [insert details]

7 Links with other policies

The policy should be read in conjunction with the Trust's policies on:

- Online Safety Policy and ICT Acceptable User Agreements
- Parent code of conduct
- Adult code of conduct (volunteers and staff)

- Complaints
- Home-school agreement
- Staff wellbeing
- Social media policy
- Data protection & privacy policy

Appendix 1: School contact list

Who should I contact?

Choose the introductory text that best reflects your school's procedure and make sure it reflects section 4 above, for instance, if you expect parents to email or call the school office add the relevant details below.

Option 1:

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 [insert school office email address and phone number]
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- The school will forward your request on to the relevant member of staff

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

The school will try to respond to all emails within [timeframe].

Option 2:

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

- Email the most appropriate address
- Include your child's full name in the subject line

The school will try to respond to all emails within [timeframe].

Adapt this table to suit your school.

If you provide email addresses so parents can contact staff directly, we recommend you:

- Create generic email addresses where possible rather than providing email addresses for individual members of staff (for instance, ks1@myschool.com or history@myschool.com)
- Include office hours, if relevant (so parents know when someone is likely to see their email)

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's [class teacher/subject teacher]
My child's wellbeing/pastoral support	School office/insert staff member
Payments	School office/insert staff member
School trips	School office/insert staff member
Uniform/lost and found	School office/insert staff member

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Attendance and absence requests	If you need to report your child's absence, call: [insert phone number] If you want to request approval for term-time absence, contact [insert details]
Bullying and behaviour	School office/insert staff member
School events/the school calendar	School office/insert staff member
Special educational needs (SEN)	School office/insert staff member
Before and after-school clubs	School office/insert staff member
Hiring the school premises	School office/insert staff member/lettings agent
PTA	School office/insert staff member
Governing board	School office/insert staff member/clerk to the LGB
Catering/meals	School office/insert staff member

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Feedback, Concerns and Complaints Procedure.

<https://www.tgacademy.org.uk/document/3884#feedback-concerns-and-complaints-procedure/>