



St Hugh's School

**Home school communication including
appendix - Parent code of conduct**

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1. Introduction and aims

Our school vision

Resilient, Respectful, Aspirational and Kind

We aim to be a safe and stimulating school, a place where families will always be welcomed and involved as part of our community. Our student's experiences will be made to be memorable and will take into account their individual needs, interests and aspirations so that they can be their best selves today, tomorrow and into the future. Staff will encourage and model a positive and aspirational mindset and celebrate those who seek challenge and show resilience as part of their personalised life journey. Students will leave us ready and best prepared as possible for the next stage of their learning for life and will continue to show respect for their wider community.

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
- 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 own unique need

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

2. Roles and responsibilities

2.1 Headteacher

The headteacher has ultimate responsibility for the implementation of the policy:

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

Governors will review this policy every 2 years

2.2 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)

Staff will **aim** to respond to communication during core school hours (8.50am – 3.25pm), 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.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times – please see the below appendix, Parent code of conduct page 8.
- 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

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct (see page 8).

Parents should **not** expect staff to respond to their communication outside of core school hours (8.50am – 3.25pm), or during school holidays.

3. 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.

3.1 Parent App

We use Parent App to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- General updates on activities and learning taking place in school
- Payments
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- School trips
- Consent forms
- Our termly newsletter

3.2 Text messages

We will text parents about:

- Emergency school closures (for instance, due to bad weather)

3.3 School calendar

Our school website and Parent App includes a list of important dates for the 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 visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

If there is an occasion that needs an immediate response from parents around health and safety or safeguarding, school will call you directly. If there is no reply, we will contact the listed emergency contacts. We ask that parents ensure if these contact details change, they notify school with the updates.

There may be occasions when a telephone call is more appropriate than a written message or email, in this instance we will try to arrange a suitable time for the call or will leave a message for a convenient time to be arranged during the school day and around staff teaching commitments.

3.5 Letters

Links to parent letters will be sent via our school Parent App which we encourage parents sign up to, to ensure they receive the most recent updates as soon as possible. If parents specifically request that letters are sent directly home in favour of the Parent App then we can accommodate this,

3.6 School journal

There may be some instances when a school journal is used to keep parents/carers updated about medical or behavioural needs. The specific details to be reported in these and will be shared with parents and carers.

3.7 Reports

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

- Data sheets - once per term
- PAP's /PLP - once per term along with data sheets
- AR paperwork given during the meeting - PAP /PLP, report comments, EHCP (sections A-D), teachers comments and any other relevant information for the AR, EFL report to show outcomes and progress for Pathway 1 students only

3.8 Meetings

We hold 2 parents' evening(s) per academic 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.

3.9 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
- Information about before and after-school provision

Parents should check the website before contacting the school.

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.

4.1 Email

Parents should always email or send a Parent App message to the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails and messages within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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

If parents and carers would like to make a complaint they should see our school complaints policy <https://eadn-wc05-12596724.nxedge.io/wp-content/uploads/2023/10/Complaints-policy-and-procedure.pdf>

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 3 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 have spoken to the appropriate member of staff within 5 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
- For more general enquiries, please call or email the school office or send a message via the Parent App.

We invite an open, honest but respectful dialogue between home and school around any areas of concern.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email our school admin or, call the school office/Parent App to arrange a meeting.

We try to arrange any meetings within 5 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, we recommend they contact our school office

4.4 Home-school communications app

If you send a message via the Parent App please be aware this is only reviewed during school hours.

5. Accessibility

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

5.1 Parents 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
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website 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)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in alternative languages if requested by parents.

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

6. Monitoring and review

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

The policy will be approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

ICT and internet acceptable use
Staff code of conduct
Complaints
Social media policy

Appendix 1

Parent Code of conduct

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1. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our school
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with all types of communication and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

2. Behaviour that will not be tolerated

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking, vaping or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)

- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs)

3. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent into school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.