

Communication with Parents/Carers

Date:	November 2022
Revision:	B
Agreed by the Board of Trustees:	November 2022
Ratification – Board of Trustees:	November 2022

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At Huntcliff School we believe that it is important to work in partnership with parents/carers and other external contacts and that clear communication between school and home is important to help students benefit as much as possible from their time in school. We are committed to improving understanding of our school and in encouraging parents/carers to play an active part in their child's education.

We welcome discussion with parents/carers on all aspects of their child's education, their personal and social development and care and welfare. This policy describes how staff will communicate about these issues and how we would like parents/carers to communicate with us.

We will communicate with parents/carers in a variety of ways - these are described below.

This forms the basis of our policy for Communication with Parents and Carers. However, we are aware that the way that we communicate with you needs to be personalised to meet your individual needs. Please contact your child's Year Leader if you feel that you are not getting messages and information about your child from the school.

1. Visiting School

1.1. Please report to School Reception when visiting the school

1.2. Parents/Carers are welcome at school, by appointment, to attend meetings etc. If you are visiting school to attend a meeting, a member of our Reception team will welcome you and the contact for your visit will collect you from Reception and escort you to your meeting.

Do not attend school for your visit if you experience any COVID symptoms.

2. Contacting School by Telephone

2.1. The school reception is open from 8.00am – 3.45pm, Monday – Friday. The telephone number is (01652 648 276). Please contact Reception if you would like to speak to a specific member of staff at the school.

The Pastoral Team is as follows:

Year 7	Mrs Clayton
Year 8	Mrs Rawdings
Year 9	TBC
Year 10	Mrs Lazenby
Year 11	Mrs Taylor
Inclusion	Mrs Kropacz
Attendance	Mrs Robinson

Staff at the school can be e-mailed directly by using their first initialsurname@huntcliffschool.co.uk (eg jbloggs@huntcliffschool.co.uk).

2.2. **Responding to Concerns:** We endeavour to respond to your concerns as soon as practicable. Please allow 48 hours for us to get back to you, as, on occasion it may take a little longer than usual, if we need to investigate your concern(s).

3. The Student Planner

- 3.1. All children will be provided with a school journal (planner) to note homework, but it is also a communication channel. Staff may write brief notes to parents/carers in the journal.
- 3.2. By the same token, please use the space provided to write brief, non-confidential messages, for example, if your child has an appointment that you have been unable to arrange outside of school time, please write the details of the appointment in your child's journal and ask them to show the details to their teacher before the appointment takes place.

4. School Letters

- 4.1. During the year we will write to you with information about activities and to give information that will involve your child – these could be educational visits, sporting activities or special events in school.
- 4.2. If not given out individually to students, letters are placed on the school website under the tabs “Parents” / “Letters Home” and a text is sent out to parents/carers who are named as the first point of contact for the student to advise that information has been placed on the website.

5. Text Messages and Emails

- 5.1. We use a text messaging service to contact parents/carers with reminders about school events, letters and urgent information – for example in the unlikely event that it is necessary to close the school in an emergency.
- 5.2. Please help us by making sure that we always have your correct mobile telephone number.
- 5.3. We use an email service connected to our schools information system to contact parents/carers with reminders about school events, letters. Please help us by making sure that we always have the correct email address for all parents/carers that hold parental responsibility.
- 5.4. A copy of the information that we have on the school records will be sent to you at the beginning of each school year – please check this and return the information to school as soon as possible, making any changes that might have taken place, for example your contact details.

6. Open Evening and Days

- 6.1. At the beginning of each school year we will hold an Open Day and Open Evening for parents/carers of students who have just entered Year 6 at Primary School. This will provide an opportunity to have a look round the school before making a final choice of secondary school.

7. Website/Social Media

- 7.1. Please keep up to date on school matters by checking our School Website:

<http://www.huntcliff.n-lincs.sch.uk/>. Here we display, letters home, school, policies, term dates and other events happening in and out of school.

- 7.2. See our other social media channels:

Facebook: [**Huntcliff School – Kirton**](#)



Twitter|: @SchoolHuntcliff
App: Our Schools App

8. **Contacting Staff Outside of School Hours**

- 8.1. We welcome discussion with parents/carers on aspects of their child's education, and personal and social development. It is the school's policy that these discussions must take place on the school premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.
- 8.2. Please note that discussions or contact with staff must not take place via any unofficial channels.
- 8.3. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter.
- 8.4. Staff should not be contacted outside of working hours or consulted in their own homes, as this represents an intrusion into their private life.