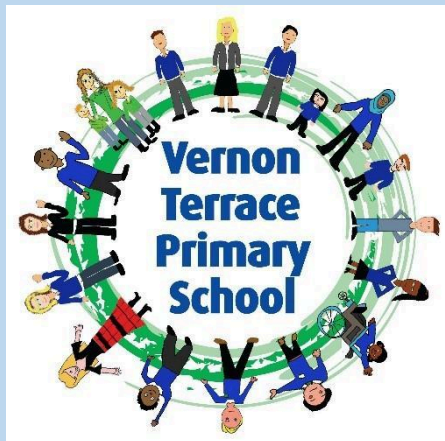


School-to-Parent Communication Policy



Parent Feedback and Complaints Policy

Purpose

The governors at Vernon Terrace Primary School take pride in ensuring that parents, as key stakeholders in the school community, are fully informed about what and how we communicate. Effective communication between school and home is essential to supporting student wellbeing, learning, and progress.

We recognise and value the diversity of family structures, which may include a variety of guardians and significant individuals. Accordingly, we strive to maintain systems that keep all relevant parties informed to the best of our ability.

In cases where families share parental responsibility but do not live together, we expect co-parents to communicate school-related information directly with one another. While we endeavour to keep all relevant parties updated, it is not always feasible to relay day-to-day updates or telephone messages to more than one person.

In such circumstances, the primary point of contact will be the parent or guardian with whom the child resides, or the individual designated as the first primary contact on our school records. It is the responsibility of this parent or guardian to share relevant information with the other parent or guardian with **parental responsibility (PR)**.

Principles

- Communication, on both sides, must be timely, clear, respectful, and purposeful.
- We aim to foster positive, collaborative relationships with all families
- Channels of communication must be accessible
- Confidentiality and data protection are maintained at all times

School to Home Communication

Day to day communication: If a parent wishes to speak to the teacher regarding a non-urgent matter they can approach to teacher during morning drop off or after school collection. The teacher may engage with you immediately, may ask you to wait until it is less busy or schedule a time to meet with you. If you child travels to school alone then call the office to ask for the teacher to call you back. For non-urgent inquiries please allow at 48 working hours for the teacher to reply.

Type of communication	How it is communicated
Academic Communication	
Class schedules and timetables	Website
Curriculum details	Website
Homework	Website – class page – home learning overview
Periodic attainment and achievement updates	Parents' evening (one appointment per family, twice a year)
End of School Year report	All parents with parental responsibility receive a copy
Information about Special Educational Needs	Our SENDCo or SEND base leaders will schedule meetings, with attendance limited to

	up to three family members. Priority will be given to those with parental responsibility (PR). The initial meeting will focus on confirming contact details and establishing communication preferences, considering the wishes of the parents with PR.
Administrative Updates	
School calendar	Website
How to register a place	Phone call to office (any parent making the enquiry)
Attendance	School App
Policies and procedures	Statutory policies on our website
School fees and payment schedules	1 st primary contact (if otherwise instructed)
Health and Safety	
Emergency procedures	Letters to all parents with parental responsibility
Health-related updates	Letters to all parents with parental responsibility
Medical forms and vaccination requirements	Letters to all parents with parental responsibility
Weather-related school closures	Letters to all parents with parental responsibility
Health and safety related policies	Statutory policies on the website
Safety rules and anti-bullying policies	Statutory policies on the website
Minor First Aid	Communicated to the parent the child resides with
Head bumps	Depending on severity we will either phone the parent the child resides with or emailed to parents on MIS system.
More serious first aid resulting in a child requiring medical attention	We call the 1 ST named parent. After making this call, our priority is then with the child's medical needs. It is the parent's responsibility to speak with other parents with PR.
Attendance and safeguarding	
Attendance and punctuality	Live data available on our MIS app – all parents registered on the our system can download the app
Decision on exceptional leave (term time holidays)	All parents with PR
Referral to MASH (Children and families services)	Depending on the circumstances, we may inform one parent, both parents, or in some cases, neither parent if sharing this information could place the child at risk. All decisions regarding communication are made with the child's safety and wellbeing as the highest priority. Social Services, and where appropriate the police, are involved in determining what information is shared and with whom.
Events and Activities	
Parent – teacher meetings (twice a year)	All parents with parental responsibility (PR) are invited to attend. As there is capacity for only one meeting, parents are expected to attend this single meeting. Exceptions may be made for parents who have experienced domestic abuse, in which case alternative arrangements will be considered.
Special events (assemblies / curriculum celebrations)	All parents registered on our MIS system are invited
Behaviour	
Policies and procedures	Statutory policies on the website
Behaviours and their associated consequences, as outlined in our policy, will be communicated	The meeting will be conducted in person with the parent who collects the child, or alternatively by telephone with the parent with whom the

to the relevant parents. This includes suspensions.	child resides. This will be subsequently followed by written correspondence sent to all parents recorded on the MIS system
Decision to permanently exclude	All parents with PR
Community engagement	
Newsletters	Emailed to parents on our MIS system
Community resources and support services	Emailed to parents on our MIS system. Shared with relevant families via our family support worker
Surveys and feedback forms	Emailed to parents on our MIS system

MIS – Our school's management information system (Arbor)

Please note that this list is not exhaustive, and additional matters may be communicated as necessary. Our primary point of contact will always be the parent or guardian with whom the child resides. It is their responsibility to share relevant information with the other parent; this is not the school's role. However, this does not prevent any parent with parental responsibility from contacting the school directly to ask questions or seek further clarity and information.