



Falconbrook School

Home-School Communication Policy

Effective January 2026

Based on a model template from The Key for School Leaders

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1. Introduction and aims

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 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 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 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 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 (8.30am – 4.00pm) 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
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance verbally.
- Responding to communications from the school (such as requests for meetings) in a timely manner

- Checking all communications from the school

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our Visitor Behaviour Policy.

Parents should **not** expect staff to respond to their communication outside of core school hours (8.30am – 4.00pm), 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 Email

We use email 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
- Extended school activities
- Promotion of community events

3.2 Phone calls

We may call parents for the following reasons:

- To find out why a child is absent
- To arrange a meeting with a member of staff
- To inform parents of an accident or injury
- To inform parents of behaviour incidents
- To inform parents of changes to the school day

3.3 Letters

All of our communication is electronic with the exception of permission letters and medical forms.

3.4 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

- A report on GLD, Phonics Screening Check, Multiplication Times Tables Check
- Key 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).

3.5 Meetings

We hold two formal parents' evening(s) per 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.

Parents of pupils with special educational needs (SEND), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.6 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.

3.7 Home-school communications app

Falconbrook School uses the Arbor parent app. The app is used to communicate with parents, including:

- Messages about school trips and events
- Attendance information
- School events and parent workshops

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 can email the admin mailbox to:

- Inform the school of absences, lateness and medical appointments

- Make updates to their child's record
- Request for a meeting with a member of staff

We aim to acknowledge and respond to all emails requesting to meet within two working days.

Parents should not use emails to communicate directly to individual staff or to request specific information or actions to be completed. Any emails of this nature will not be responded to directly and the parent will be invited to arrange a meeting with the appropriate member of staff. If a parent repeatedly emails the school making the same request, the school will consider treating it as stated in the Complaints Procedure – section 10 Managing Serial and Unreasonable Complaints.

Parents must only email admin@falconbrook.net. Any emails to individual staff member addresses will not be acknowledged or responded to, unless exceptionally agreed by the headteacher.

4.2 Phone calls

For all urgent issues or general enquiries we ask parents to call the school office.

Parents can call to:

- Inform the school of family emergencies
- Inform the school of absences, lateness and medical appointments
- Inform the school of a change in the adult collecting their child
- Make updates to their child's record
- Request for a meeting with a member of staff
- Share safeguarding concerns

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should arrange this with the member of staff at collection or call the school to book an appointment.

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

While teachers are available at the end of the school day if parents need to speak to them urgently, we recommend 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

Falconbrook School uses the Arbor app to communicate with parents. Parents can receive in app messages and attendance information. Parents are asked to enable notifications and to keep the app open to ensure no messages are missed.

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 communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website
- 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
- The option to have a family member or friend to attend meetings with the parent

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

We currently send whole-school announcements and communications electronically which allows for parents to translate using their web browser or app.

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 Senior Leadership Team monitors the implementation of this policy and will review the policy annually.

The policy will be approved by the governing board.

Appendix 1: school contact list

Who should I contact/meet with?

| 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 | Your child's class teacher |
| Payments | School office – Miss Thomas |
| School trips | Your child's class teacher/Miss Steer |
| Uniform/lost and found | Your child's class teacher/Mr Jacques |
| Attendance and absence requests | If you need to report your child's absence, call: 0207 228 7706 If you want to request approval for term-time absence – Mrs Pieniek-Jones |
| Bullying and behaviour | Your child's class teacher/Mrs Pieniek-Jones |
| School events/the school calendar | Your child's class teacher/School Office |
| Special educational needs (SEND) | Miss McCombe |
| Before and after-school clubs | School office/Miss Steer |
| Hiring the school premises | Mrs Anthony |
| Governing board | Mrs Pieniek-Jones |
| Catering/meals | School office |

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints procedure.