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## Home School Communication Policy

### Introduction and aims

Positive communication is an essential element of the ethos of Tonacliffe Primary School. This enables our children and families to feel valued and listened to. The majority of this communication takes place through the frequent verbal interactions between families and staff as children are brought to and collected from school as well as by telephone, letters and other electronic communication including the School Spider App.

To ensure that Tonacliffe Primary School is a thriving and successful school, we must communicate effectively and respectfully with each other, with our children and families, and with other members of the wider community. We need to ensure that communications between all members of the school community are open, honest, respectful, ethical and professional.

Any communication that is considered disrespectful, abusive or threatening by parents/guardians and families, will not be tolerated and may lead to action being taken, such as, being banned from school premises or referring the matter to the police.

We believe that clear, open communication between the school and parents/guardians has a positive impact on children's learning because it:

- Gives parents/guardians the information they need to support their child's education
- Helps the school improve, through feedback and consultation with parents/guardians
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs

### Contact details

The school holds emergency contact details for all children on the School Information Management System (SIMs). Parents/guardians are expected to inform the school immediately if contact information needs to be revised/updated. Depending on the nature of the information being shared, the school will use the most practicable means to contact families.

## **Communications with parents/guardians**

### **School website**

Key information about the school is posted on our website and should be monitored regularly by parents/ guardians. The website contains:

- Important events and announcements
- School times and term dates
- Curriculum information
- Important policies and procedures
- Important contact information
- Weekly newsletters
- Class pages – containing information pertinent to the children in that class

### **School Spider App**

The school subscribes to the School Spider App, this allows us to send messages and email letters to parents/ guardians. Not only is this more environmentally friendly, as it decreases paper usage, it also reduces photocopying and other costs in the school. Parents/ guardians must provide us with a valid email address and mobile telephone number. This is important because this is how we keep parents/ guardians up to date with their child's education and what is happening in school. Parents/ guardians should regularly monitor communication from school so they are able to keep up to date.

### **Single Point of Access**

Our single point of contact for parents and guardians is via:

Telephone: 01706344609

Email: [sbm@tonacliffe.lancs.sch.uk](mailto:sbm@tonacliffe.lancs.sch.uk)

Our single point of access ensures phone calls and emails are directed to the relevant staff. This is especially important if requests require immediate or quick action.

Outside of teaching their designated class, all staff have additional duties which they perform either before school, during break/lunch, after school or through training days. These duties will include care of children, organisation of extra-curricular activities, continued professional development opportunities, staff meetings, management meetings, safeguarding meetings or

whole-school coordination of a curriculum subject. Parents/ guardians are reminded that during the day teachers are teaching and their priority is being with the children.

The relevant staff member will aim to return contact within 48-hours of a request being made via telephone or email. If a meeting is deemed necessary or appropriate, staff will aim to arrange this within 5 school days. If the school feels that more than one member of staff is needed to attend the requested meeting, school reserve the right to exceed this number of days.

Parents/ guardians should not expect staff to respond to communications outside of core school hours (8.30 – 16.30), weekends or during school holidays.

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