

Home School Communication Policy



**Igniting a passion for learning in all;
emboldening a community of high aspiration and
fulfilment.**

**‘I can do all things through him who gives me
strength’. (Philippians 4.13)**

#thischildcan

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1. Introduction and aims

This policy outlines Rauceby Primary School's commitment to effective, timely, and transparent communication with all stakeholders, including children, staff, parents/carers, governors, the local community, and external agencies. It aims to foster a strong partnership between the school and its community, ensuring that everyone is well-informed and able to contribute to the school's success. This policy directly addresses the areas for improvement identified by Ofsted regarding communication with parents. It also aligns with our school vision of striving for a community of high aspirations and personal fulfilment through parents'/carers' partnership with us.

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. Guiding Principles

Rauceby Primary School's communication will be:

- **Timely:** Information will be shared promptly to allow stakeholders to act accordingly.
- **Transparent:** Communication will be honest, open, and clear, avoiding jargon.
- **Accessible:** Information will be provided in formats that are accessible to all, considering different needs and preferences (e.g., language, disability).
- **Respectful:** All communication will be courteous, considerate, professional and aligned with our school values of honesty, kindness, equality, forgiveness and aspiration.
- **Consistent:** A consistent approach will be adopted across all communication channels.
- **Two-Way:** We encourage open dialogue and feedback from all stakeholders.
- **Safeguarding-Focused:** All communication will adhere to safeguarding principles and data protection regulations.

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 Teaching and Teaching Assistant 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)

2.3 Office Staff

Office staff are responsible for:

- managing general school communications, including newsletters, website updates, and responding to enquiries.

2.4 School Governors

School Governors are responsible for monitoring the effectiveness of the communication policy and providing support and challenge to the school leadership

2.5 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times and aligned with our school values of honesty, kindness, equality, forgiveness and aspiration
- 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

Our aim is to have a positive open dialogue with parents, but we know that there may be occasions where a parent wishes to raise an issue or a concern. If this happens, we ask parents to raise their concern directly to the most appropriate person (see Appendix 1) so that the issue can be solved as quickly as possible. We also ask that the concern is raised in a measured and reasonable manner whether that be in person, on the telephone, or via email.

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 parent code of conduct.

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

Email is our primary source of contact with parents. We use email to keep parents informed about the following things:

- Our regular newsletter – the Rauceby Reporter - which contains news about what has been going on in school; future school events; a full year's calendar of events and notices from the local community or other relevant groups
- Upcoming school events
- Scheduled school closures
- School surveys or consultations
- Class activities or teacher requests
- Trips and residential visits
- Payments for wrap around care and voluntary payment notifications for trips and visits
- Booking information for face to face parents' meetings
- Teams links for online parents' meetings
- Invitations to celebration assemblies

- Your child's Individual Education Plan (children with SEND)

3.2 Face to Face

Teachers may speak to parents at the end of the school day at the school gate if there is something they wish to alert you to. This may be because:

- Your child has felt unwell
- Your child has not eaten/drank well that day
- Your child has had some difficulty with their learning or friendships that day
- Your child's behaviour is not on the Rauceby Road to Success

We are aware that, when speaking to parents on the school gate, it is often with other parents and children present. This can make it difficult to have a confidential discussion so should only be used for short exchanges. If a longer or more confidential discussion needs to take place, or either party would prefer to speak more confidentially, the teacher and parent should arrange to meet within school – either once the teacher has discharged all their children at the end of the day, or at a mutually convenient time for both teacher and parent.

3.3 Medical notes

If your child has received first aid in school, you will be notified through a hard copy first aid slip. This will be given to your child who will put it in their bag or reading folder. Younger children will be supported with this to ensure it is received at home. The first aid slip sets out when and where the incident happened and where your child was injured. It also includes the type of first aid that was administered. If your child has had a head injury during the day (no matter how minor), you will also receive a red letter notifying you that a head injury has occurred, and you will also be notified by phone (unless this occurs very close to the time you are picking up your child from school)

If your child has had a minor injury at school and no first aid was required, staff are not required to notify you of this.

The school will be introducing an electronic first aid notification system which will notify you via email of any first aid administered during Term 1 2026.

3.4 Text messages

We will occasionally text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Information regarding return times for children on day trips or residential trips

3.5 School calendar

Our school website and the Rauceby Reporter includes a full school calendar for the year. Where possible, we try to plan events well in advance so parents are aware of upcoming events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials). Whilst most events are planned and notified well ahead, parents will always be given at least 1 week's notice of an event or a request. Any such event will be included in the school calendar.

We will also email occasional reminders, but do stress to parents to check the school calendar regularly.

3.6 Phone calls

We will occasionally communicate with parents through a phone call, usually for the following reasons:

- If your child is unwell in school and it is necessary for you to take your child home
- If your child has had an accident/incident in school and we wish to talk to you about the next steps
- If your child has received a consequence for their behaviour which has resulted in the Headteacher or another senior leader being involved
- If we are concerned regarding a safeguarding issue
- If your child has been unsettled on entry into school and we wish to let you know that your child has settled
- If your child is missing an important item i.e. PE kit; spectacles; packed lunch
- If your child is unsure of how they are getting home i.e. bus; or being collected

3.7 Letters

We send the following letters home regularly. These will almost always be sent to you electronically via email. Letters will be sent as a hard copy very rarely and only when the information we require is too lengthy or complex to be completed on an online form, or when the letter comes from a third party i.e. the PTFA

- Letters about trips and visits
- Consent forms including Google Forms where possible
- Our weekly Rauceby Reporter
- Termly class newsletters

3.8 Pageticker

From September 2026, the school will not be using a physical school planner where reading is recorded. Instead, the school will be using a digital platform called Pageticker. Parents/carers should download the Pageticker app in order to log and comment on their child's reading at

home. This digital platform should be used for commenting on reading only and not used for other communication to the classteacher.

3.9 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. These are received in July.
- Progress reports in Term 2 and Term 4 (Y1-Y6)
- A report on KS2 SATs tests; Y1 phonics test; Y4 multiplication test and EYFS good level of development outcomes. These are received in July as part of the end of year report.
- We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).
- Children who have an IEP (Individual Education Plan) or an EHCP (Educational Health Care Plan) will also receive plans and reviews of their child's targeted support in Term 1, Term 3, Term 5 and Term 6.

3.10 Meetings

We hold parents' evenings in Term 1 or the first week of Term 2, Term 3 and Term 5. These are a choice of face to face meetings or online meetings. 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 (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.11 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.

3.12 Tapestry

If your child is in EYFS, your child's class teacher will communicate with you through Tapestry with information regarding your child's activity in school. You are also able to communicate back to your child's teacher on Tapestry.

3.13 Social Media

We will communicate school news and events, reminders, and promotional notices regularly on our school social media platforms

3.14 #Thisfamilycan

Each class will invite parents to one #thisfamilycan event each year. This is when parents have the opportunity to join their child for some of their learning. Parents will also have the opportunity to attend their child's class worship once every year.

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 the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails **within 2 working days**, and to respond in full (or arrange a meeting or phone call if appropriate) **within 3 working days**.

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

Staff will aim to respond to communication during their designated school hours **between 8.40am and 3.40pm**, 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.

If staff do respond by email or phone outside of their working hours, respect should be shown to parents' and colleagues' family time and emails from staff should be sent on **delayed send after the hours of 6.00pm and before the hours of 8.00am Monday-Friday**, unless the response is a time sensitive issue.

With the interests of the well-being of our whole school community in mind, we would also politely ask that **parents use delayed send when emailing school staff outside of the hours of 6.00pm and 8.00am on weekdays** unless it is a time sensitive issue, an urgent safeguarding matter, or information the school needs before your child arrives at Breakfast Club.

We ask parents/carers to be mindful that for the vast majority of the school day, their child's classteacher will not have the opportunity to read or respond to emails as they will be teaching,

so matters that require a more immediate response should be directed to our school office email (please see Appendix 1)

If the content of the parent email was for information and does not require a response, for expediency, the recipient may acknowledge this with a 'thumbs up' response to indicate that the email has been received and read.

If an email has not been responded to within the time scale given in this policy, we ask that the sender raises this with the school office via the enquiries email in the first instance. Occasionally, technical or other issues may arise which is preventing a response and, by raising it with the school office, this can be addressed directly with the staff member you are trying to reach.

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 2 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 3 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 the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see Appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 3 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 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

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) can be made available in multiple formats
- All communications are written as clearly and concisely as possible
- Accessibility is considered when designing/updating the school website

Parents who need help communicating with the school can request reasonable adjustments, such as:

- School announcements and communications in accessible formats

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 English only, but we will happily communicate these in other languages on request.

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 two 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
- Parent code of conduct
- Staff code of conduct
- Complaints

Appendix 1: school contact list

Who should I contact?

If you have questions about any of the non-urgent topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line

We try to respond to all emails within 2 working days

Remember: check our website, Rauceby Reporter and class newsletters first, much of the information you need is posted there

The school office is open from 8.30am – 4.30pm (Friday 3.30pm)

Teachers are directed to be in school from 8.40am – 3.40pm (Monday to Friday), but will often be available before and after these times. Please be mindful that teachers will be preparing for the school day prior to 8.40am and may often have a club and meeting commitments after 3.40pm. They will always respond to your request as soon as they are able within their working hours, and within 2 working days of your request.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher ReceptionClass@rauceby.lincs.sch.uk Year1Class@rauceby.lincs.sch.uk Year2Class@rauceby.lincs.sch.uk Year3Class@rauceby.lincs.sch.uk Year4Class@rauceby.lincs.sch.uk Year5Class@rauceby.lincs.sch.uk Year6Class@rauceby.lincs.sch.uk
My child's wellbeing/pastoral support	Your child's class teacher Laura Lambley SENDCO SENDCo@rauceby.lincs.sch.uk
Forces Families/Notification of Deployment	Kim Singleton Dandelion Club dandelions@rauceby.lincs.sch.uk
Online Safety	Laura-Jayne Lill Laura-jayne.lill@rauceby.lincs.sch.uk



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Non urgent safeguarding concern	Julia Waites Designated Safeguarding Lead head@rauceby.lincs.sch.uk
Payments	Nicole Gray School Business Manager enquiries@rauceby.lincs.sch.uk
School trips	Elaine Foard Administrator/ Nicole Gray School Business Manager enquiries@rauceby.lincs.sch.uk
Uniform/lost and found	Elaine Foard Administrator enquiries@rauceby.lincs.sch.uk
Attendance and absence requests	If you need to report your child's absence, call: 01529 488667 enquiries@rauceby.lincs.sch.uk If you want to request approval for term-time absence, contact enquiries@rauceby.lincs.sch.uk Your request will be copied to the Headteacher
Bullying and behaviour	Your child's class teacher in the first instance.
Issue/incident on the school bus	office@sleafordian.co.uk www.lincolnshire.gov.uk (contact educational travel)
School events/the school calendar	enquiries@rauceby.lincs.sch.uk
Special educational needs (SEN)	Laura Lambley SENDCO SENDCo@rauceby.lincs.sch.uk
Before and after-school clubs	Sarah Murchington enquiries@rauceby.lincs.sch.uk
PTFA	raucebyptfa@gmail.com
Governing board	Debbie Scott Clerk to Governors



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
	Debbie.scott@rauceby.lincs.sch.uk
Catering/meals	Good Lookin Cookin https://www.goodlookincookin.co.uk/contact-us/

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which you can find on our website.