KINGSTONE ACADEMY TRUST

APPROVED DOCUMENT

Home School Communication Policy	
Relevant School/s:	**KHS**
Policy Officer:	**M Morris**
Approval:	**Delegated**
Date of Review:	**September 2025**
Next Review:	**3 years or upon legislative change**
Distribution:	**Public, on website**

1. Introduction and Aims

The purpose of our policy is to foster respectful, effective, and timely communication between parents/carers and the school, while preserving staff workload and ensuring clarity, professionalism, and adherence to the Parent Code of Conduct.

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. Key Principles

- Communication should be polite, respectful, and constructive, in alignment with the KAT Code of Conduct for Parents and Carers (Appendix 1)
- Communication must focus on the student's welfare and education and not disruptively challenge staff.
- Sensitive or complex matters should be raised professionally and in appropriate forums, not via social media.

3. Contacting School Staff

1. The first point of contact is the **form tutor** - ideal for most queries regarding academic progress, wellbeing, or pastoral concerns.
2. Specialist or department queries should go to the relevant **Head of Faculty** or **Pastoral Lead.**
3. Avoid sending the same query to multiple recipients or copying in several individuals; this can hinder clarity about who should respond.
4. Use official channels only, such as our email addresses or our telephone number, these are all available on our website https://www.kingstonehighschool.co.uk/contact/our-staff
5. You should receive an acknowledgement within 24 working hours of your message being received.
6. A full response will follow within up to 5 working days, particularly for queries requiring investigation or coordination.

7. For urgent or emergency issues, please contact the school office by phone to help expedite matters.
8. Please avoid turning up at school unannounced. Staff schedules are busy, and drop-ins may not be possible.
9. Appointments can be arranged via email; this ensures you can speak with the appropriate staff member at a mutually convenient time.
10. All staff should respond to communication from parents in line with this policy and the school's ICT and internet acceptable use policy
11. Staff will work with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
12. Please ensure that communication with the school is respectful at all times. 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.
13. Parents should not expect staff to respond to their communication outside of core school hours (8.30am to 4.00pm), or during school holidays.

4. How we Communicate with Parents and Carers

- Where applicable, the school will use a combination of emails, text messages, letters, newsletters, and face-to-face or virtual meetings to communicate effectively.
- The school will consider accessibility needs, offering alternatives (e.g. phone calls or translated materials) where necessary.
- 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.

4.1 Email and Text

The Teachers2Parents Communications App is used to email letters home and to text short reminders. We use email and text to keep parents informed about the following things:

- Upcoming school events
- Important notices and information
- Letters from teachers regarding trips and consent forms
- School surveys or consultations
- Subject information or teacher requests
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Late buses or trip return times

4.2 Phone calls

The school encourages staff to call parents regularly to discuss students' performance (both positive and negative). We will also use a phone call as the first point of contact if your child is unwell, in a medical emergency or to safeguard your child.

4.3 School calendar

- Our school website includes a full school calendar for the year. This is live and continually updated
- Events are also noted in the Parent Newsletter. The link to this is emailed home at it is also put on the website
- Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or parents' evenings).
- Any such event will be included in the school calendar.

4.4 Go4Schools Reporting

Go 4 Schools is our online reporting system. By logging in to GO 4 Schools, you will be able to view your child's progress online and access the following information at any time:

- Real-time attainment information – marks and target grades for all subjects
- Timetable – Your child's daily and weekly timetable
- Homework - all homework and deadlines are shown
- Attendance – Shown from the start of the academic year
- Progress Reports – Full written reports which are published once a year
- Behaviour information

Your child's page is constantly updated, providing you with the latest information.

4.6 Meetings

We hold face to face parents' evenings. 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 if there are concerns about a child's achievement, progress, or wellbeing. We ask that parents respond to communications from the school (such as requests for meetings) in a timely manner

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.

4.7 School website

Parents should check the website before contacting the school for general information. Key information about the school is posted on our website, including:

- School times and term dates
- Copies of letters and information home
- Curriculum information
- Important policies and procedures
- Staff contact information

4. How Parents and Carers can Communicate with the School

Parents should use the list in Appendix 2 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 one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

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

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 to pass a message on, or email the relevant member of staff directly, who will contact them within five 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 five 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
- Medical concerns

4.3 Meetings
If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address https://www.kingstonehighschool.co.uk/contact/our-staff, or call the school to book an appointment.

We try to schedule all meetings within five 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. We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English.

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 will endeavour to provide information in an accessible format

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
- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

6. 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
- Home-school agreement
- Staff wellbeing

Appendix 1 KAT Code of Conduct for Parents and Carers

Our Staff have the right to be treated with dignity and respect at all times.

They should be able to do their jobs without being abused.

Most people respect this.

Any abuse towards a member of staff either in person or by telephone or email will NOT be tolerated.

1. Purpose and Scope

At Kingstone Academy Trust (KAT), we believe it's important to:

- Work in partnership with parents to support their child's learning
- Create a safe, respectful and inclusive environment for pupils, staff and parents
- Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy). This code of conduct aims to help the trust work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a pupil
- Anyone caring for a child (such as grandparents or child-minders)

It is important for parents and carers to make sure any persons collecting their children are aware of this policy.

2. Our Expectations of Parents and Carers

Kingstone Academy Trust is fortunate to have a very dedicated and supportive school community of staff, trustees, parents and carers. We recognise that the education of our students is a partnership between us and welcome and encourage parents and carers to participate in the life of our schools. Together we create a positive and uplifting environment not only for the students but also all who work and visit our schools.

We expect parents, carers and other visitors to:

- Respect the ethos, vision and values of our schools
- Work together with staff in the best interests of our pupils
- Treat all members of the school community with respect – setting a good example with speech and behaviour
- Seek a peaceful solution to all issues
- Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- Approach the right member of school staff to help resolve any issues of concern

We are committed to resolving difficulties in a constructive manner, through an open and positive dialogue. However, we understand that everyday misunderstandings can cause frustrations and have a negative impact on our relationships.

3. Behaviour that will not be tolerated

This code aims to clarify the types of behaviour that will not be tolerated and sets out the actions the Academy can take should this code be ignored or where breaches occur.

- Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- Swearing, or using offensive language
- Displaying a temper, or shouting at members of staff, pupils or other parents
- Threatening another member of the school community
- Use of physical punishment against your child while on school premises
- Any aggressive behaviour (including verbally or in writing) towards another child or adult
- Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- Possessing or taking drugs (including legal highs)
- Bringing dogs onto the school premises (other than assistance dogs)
- Recording members of staff using mobile devices without explicit consent

3.1 Conduct with the use of Social Media

The Academy schools and their respective PTAs have Facebook pages which allow parents to receive and respond to messages about school events. We encourage you to positively participate if you wish. Within these spaces however we ask that you use common sense when discussing school life online.

'Think before you post' We ask that social media, whether public or private, should not be used to fuel campaigns and voice complaints against the schools, school staff, parents or children.

We take very seriously inappropriate use of social media by a parent to publicly humiliate or criticise another parent, member of staff or child.

We will not tolerate:

- Sending abusive messages to another member of the school community, including via text, email or social media
- Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms

4. Breaches to the Code of Conduct

In the event of any parent, carer or visitor of the school breaking this code then proportionate actions will be taken as follows:

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent

- Invite the parent into school to meet with a senior member of staff or the Head of School / CEO
- Contact the appropriate authorities e.g. police (in cases of criminal behaviour)
- Seek advice from the trust's legal team regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the Head of School / CEO.

The Head of School / CEO will consult the Chair of Trustees before banning a parent from the school site.

Appendix 2 Contacting Us

Staff emails are all listed on our website https://www.kingstonehighschool.co.uk/contact/our-staff

Key Contacts are:

Leadership

Mr Matthew Morris is Head of School. He can be contacted via his PA Mrs Sally Spreckley on 01981 250224 ext. 201 or by emailing head@kingstoneacademy.co.uk

Mrs Elissa Vigus is Chief Executive Officer for the Trust Kingstone Academy Trust ceo@kingstoneacademy.co.uk

Admin Team

Our friendly Admin staff are Mrs Sally Spreckley, Mrs Charlene Husband, Mrs Claire Hall, Mrs Sophie Williams, Mrs Sam Rollinson and Mrs Diane Lumpkin

Please telephone the school on 01981 250224 if you would like to speak to someone or email khsadmin@kingstoneacademy.co.uk

Pupil Absence

For reporting pupil absence, giving proof of appointments or leave of absence requests please email attendance@kingstoneacademy.co.uk

SEND

Our Special Educational Needs & Disability Co-ordinator is Mrs Paige Bythell-Nicholl pbythell@kingstoneacademy.co.uk

Mrs Sophie Williams is the SEND Admin Assistant swilliams@kingstoneacademy.co.uk

Safeguarding

Our Designated Safeguarding Lead is Mr Dave Cook dcook@kingstoneacademy.co.uk

Finance

Our finance office can be contacted on finance@kinsgtoneacademy.co.uk

Trustees

Our Chair of Trustees is Mr James Wright. He may be contacted in writing c/o Kingstone High School or via email clerk@kingstoneacademy.co.uk