

Our Lady of the Wayside Catholic Primary School

Home/School Communication Policy



Date written	September 2025
Date of last update	
Date agreed and ratified by governing body or management committee	
Date of next full review	September 2028

Introduction and aims

Introduction

At Our Lady of the Wayside Catholic Primary School, we believe that effective communication is key to fostering a nurturing, supportive, and collaborative learning environment. It supports positive relationships between staff, students, parents, and the wider community, ensuring that everyone is informed, engaged, and working together to achieve the best outcomes for our students. This policy outlines our commitment to open, respectful, and effective communication between staff, pupils, parents, and the wider community.

Aims

- To ensure that communication within the school is clear, effective, and timely.
- To foster positive relationships between staff, pupils, parents, and the wider community.
- To ensure that all communication reflects the values of our school and promotes respect, collaboration, and inclusivity.
- To provide clear guidelines for how communication should be managed in various situations.

In the following sections, we will use 'parents' to refer to both parents and carers.

Roles and responsibilities

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

Staff

All staff are responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Responding to communication from parents in line with this policy and the school's ICT and internet acceptable use policy

Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.
- 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
- Parents **should not** expect staff to respond to their communication during school hours, (8.30am – 3.25pm) during weekends and school holidays.

How we communicate with parents

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.

Email

We use email to keep parents informed about the following things:

- Payments
- After school clubs
- Emergency school closures (e.g. due to bad weather)
- Class events

School Website

The school website provides parents with the following information:

- School times and term dates
- Calendar dates about important events
- Latest news celebrating pupil achievements and experiences
- Curriculum overviews
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Information about school meals

Phone calls

- In the case of pupil illness or serious injury while in school
- To clarify collection arrangements
- To discuss concerns

Letters

We send the following letters home regularly:

- Letters about trips and visits

- Consent forms
- Data information forms

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 statutory tests

Parent Teacher Consultations

- In the spring term, parents are invited to make an appointment to speak to their child's teacher about their child's achievement and progress.
- Parents may also request a meeting in the summer term to discuss any concerns they may have with their child's end of year report with the class teacher.
- The school may also contact parents 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. Alternatively, they will be given a longer time slot during parent's evening.

Home-school communications app

The following apps are used:

Marvellous Me

EY Log

ParentPay

How parents can communicate with the school

Start of the School day

Every morning there are **staff on the school gate for parents to share messages with** as teachers are in class and unavailable at this time. These are then passed on to teachers. Parents can also share any concerns that they may have at the school gate.

End of the school day

Class teachers are usually available at the end of the school day to talk informally with parents but this may not always be the case. Staff are available at the school gate.

Email

Parents should always email the school office about non-urgent issues in the first instance. (office@ol-wayside.solihull.sch.uk) Please do not email directly to staff. Within the subject box, please place **FAO** followed by name of member of staff you wish to contact.

We aim to respond to all emails 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.

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 3 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 phone the school office.

For more general enquiries, please phone the school office.

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the office (office@ol-wayside.solihull.sch.uk) or phone the school to book an appointment. (0121 744 6852)

We try to schedule all meetings within 5 working days of the request.

While teachers are usually 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

Parent Pathway for Sharing and Resolving Concerns

We have developed clear pathways to ensure your concern is quickly and effectively resolved. (Appendix 1)

Inclusion

It is important to us that everyone in our community can communicate easily with the school. 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.

Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy when it is deemed necessary.

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
- Safeguarding and Child Protection Policy

Parent Pathway for SEND Queries

We have a clear pathway for SEND queries. This is outlined below.

I have a concern about my child's SEND needs/provision, do I contact the SENCO?

No, in the first instance always contact your child's class teacher if you have any questions/concerns regarding your child's SEND needs or provision. All teachers are teachers of SEND. They are trained in providing for the needs of children with SEND and are responsible for the progress and attainment of every pupil in the class. They know your child best.

Following discussion with the class teacher, if there are still concerns with your child's progress, behaviour at home, social skills etc, the Phase Leader will be consulted for further advice.

When is an escalation to the SENCO required?

Escalation to SENCO is only required when additional specialist advice is required following the involvement of the class teacher and the Phase Leader.

When will external agencies be consulted?

Specialist agencies will be consulted if further specialist advice is needed.

The predominant role of the SENCO is to co-ordinate provision and to be a source of more specialist advice and guidance. Teachers and Phase Leaders are the main source of contact when discussing your child's SEND needs.

Parent Pathway for sharing and resolving concerns

We have developed clear pathways to ensure your concern is quickly and effectively resolved. The pathway is:

Step 1: Discuss your concern with your child's class teacher. They will work with you to discuss and resolve your concern. Please allow sufficient time for this process to be completed.

Step 2: Please escalate your concern to your child's Phase Leader who will consider your concern and review the response given by your child's class teacher. The Phase Leaders for academic year 2025-2026 are:

- Early Phase (Nursery and Reception) Mrs Churchill
- Lower Phase (Year 1 and Year 2) Mrs Compton
- Middle Phase (Year 3 and Year 4) Miss Yarnold
- Upper Phase (Year 5 and Year 6) Miss McNamee

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Step 3: Please escalate your concern to Mrs Ashcroft, Deputy Headteacher. Mrs Ashcroft will consider your concern and review the responses given by your child's class teacher and your child's Phase Leader.

Step 4: If you feel your concern is unresolved, please follow the School's Complaint Policy (available on our website).