



Cherry Tree
EDUCATION

CHERRY TREE SCHOOL HOME-SCHOOL COMMUNICATION POLICY

DATE AGREED / REVIEWED: SEPTEMBER 2017, SEPTEMBER 2018, SEPTEMBER 2019, SEPTEMBER 2020, SEPTEMBER 2021, SEPTEMBER 2022, SEPTEMBER 2023, SEPTEMBER 2024

DATE OF NEXT REVIEW: SEPTEMBER 2025

HEADTEACHER SIGNATURE:

MANAGEMENT COMMITTEE CHAIR SIGNATURE:

ALL STAFF MUST HAVE ACCESS TO THIS POLICY, AND SIGN TO CONFIRM THAT THEY HAVE READ, UNDERSTOOD AND WILL ADHERE TO ITS CONTENTS.

Home-School Communication Policy

1. Introduction and aims.

We believe at Cherry Tree School 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 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

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Regularly reviewing this policy
- Communications with parents/carers outside of school hours and school holidays

2.2 Staff

All staff are responsible for:

- Responding to communication from parents/carers 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/carers get timely information (if they cannot address a query or send the information themselves)
- Daily phone calls, texts or emails home regarding the pupil's day

Staff will not respond to communications outside of school hours (8.30am-4.30pm), or their working hours or during school holidays.

2.3 Parents and Carers

Parents/carers 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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

3. How we communicate with parents and carers

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school.

Parents/carers 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 Text messages – WhatsApp messages

We will send WhatsApp messages to parents/carers about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Daily feedback (if requested) regarding the pupil's day
- Reminders of events
- Feedback regarding the pupil's day

3.2 School calendar

The school term dates are displayed on the Cherry tree website www.cherrytreeeducation.co.uk

3.3 Phone calls.

- Phone call home to feedback on the pupil's day with any information of concern or higher-level behaviours.
- Phone calls home to remind parents/carers of any events
- Out-of-hours service for parents/carers to contact the headteacher or operations manager if agreement made with parent/carer

3.4 Letters

We send the following letters home regularly:

- Letters regarding trips, visits, and events
- Consent forms
- Evaluation forms at least annually
- School reports twice annually
- Home/school agreement
- Timetables on request
- School term dates
- Updates to school procedures

3.5 Reports

Parents/carers receive reports from the school about their child's learning, including:

- A twice annually report covering their achievement in each part of the curriculum, how well they are progressing, levels and their attendance.

We also arrange parent/carer meetings where parents/carers can speak to their child's teachers about their achievement and progress (see the section below).

3.6 Meetings

We hold parents/carer days annually. During these meetings, parents/carers 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. They also meet with the headteacher and operations manager regarding academic progress, personal development and behaviour.

Cherry Tree may also contact parents/carers to arrange meetings between parents/carers days if there are concerns about a child's achievement, progress, or wellbeing.

Parents/carers 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.

3.7 School website

Key information about the school is posted on our website, including:

- Term dates
- Curriculum information
- Key policies and procedures
- Important contact information

Parents/carers should check the website before contacting the school.

4. How parents and carers can communicate with the school

Please 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/carers can email the school, about non-urgent issues.

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 you need a response sooner than this, please call the school.

4.2 Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please email the school office and the relevant member of staff will contact you.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 3 days of your request.

If your issue is urgent, please 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 you would like to schedule a meeting with the headteacher or operations manager please contact the school office.

While teachers are available at the beginning or end of the school day if you need to speak to them, we recommend you book appointments with the school office:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

5. Inclusion

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

Parents/carers who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages

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 annually. The policy will be approved by the Management committee chair.

7. Links with other policies

The policy should be read alongside our policies on:

ICT and internet acceptable use

Complaints

Staff policy

Who should I contact?

All the contacts for the school can be found on the school website www.cherrytreeeducation.co.uk or call the school office on 01843 290131

Complaints

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

Complaints policy can be found on the Cherry Tree website www.cherrytreeeducation.co.uk

**This policy will be reviewed annually by the Headteacher
and or the Management Committee**

Appendix 1

Cherry Tree School Contact List

Name: Shanice Sinclair
School Address: Cherry Tree, 29 All Saints Avenue, Margate, Kent, CT9 5QN
Tel: 01843 830 191
Email: shanice.sinclair@cherrytreeeducation.co.uk

Name: Ms Emma Brown
School Address: Cherry Tree, 29 All Saints Avenue, Margate, Kent, CT9 5QN
Tel: 07745354498
Email: emma.brown@cherrytreeeducation.co.uk

Name: Ms Susan Finn
School Address: Cherry Tree, 29 All Saints Avenue, Margate, Kent, CT9 5QN
School Number: 07710548733
Email: soo.finn@cherrytreeeducation.co.uk

Name: Mrs Jo Berry
Management Committee Chair
Address: The Management Committee Chair can be contacted via the school office
Email: joanne.berry@cherrytreeeducation.co.uk

(If for any reason you are unable to reach the Management Committee Chair, please contact the School Office Manager at shanice.sinclair@cherrytreeeducation.co.uk or 01843 290131)