



Home – School Communication Policy

Brize Norton Primary School

We SHINE for ourselves and each other with
kindness.

Strive, Help, Inspire, Nurture, Excel

Adopted by school LGB:	Brize Norton Primary School
Date:	May 2026
Review Date:	May 2029

1. Introduction and aims

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. 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 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)

Staff will aim to respond to communication during core school hours (8:30am to 5pm). 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. Parents will aim to respond to all communication within 2 working days.

2.3 Parents

Parents 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

- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

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.

Parents should not expect staff to respond to their communication outside of core school hours 8:30 am to 5pm, or during school holidays.

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

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- To send communications such as letters or newsletters

3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

Important Reminders

3.3 School calendar

Our school website and latest newsletter includes a full school calendar for the term and some dates available for beyond.

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 requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

3.4 Phone calls

- We will phone parents about: Notifications that need immediate attention eg. bumped head, reporting a behaviour incident, illness (this list is not exhaustive) Consent forms
- Requesting to make a non-routine appointment.

- Responding to a communication whereby it would be easier to talk than email.

3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Our fortnightly newsletter

3.6 Reports

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

- Termly progress and attendance reports
- 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 Year 1 Phonics, Year 4 Multiplication Checks and KS2 SATs tests

We also arrange termly meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.8 Meetings

We hold 2 parents' evenings per year. 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. Parents of children with SEND also have 3 further SEND review meetings a year.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

3.9 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.

3.10 Home-school communications app: Class Dojo

Class Dojo is the school's private social media platform which allows class teachers to share learning as well as information, reminders and updates, pertinent to their classes. It also provides an informal yet direct messaging service for parents to the teachers and staff (and vice versa) in a quick and efficient way. Staff will always try to respond within 48 hours of receiving a message and are not expected to respond out of working hours 8:30am to 5pm. Any communication of urgency or importance such as the reporting of child absences should always go through the office.

4. How parents and carers can communicate with the school

Parents should contact the school office (office.2250@brize-norton.oxon.sch.uk) with any communications and they will forward to the relevant staff member.

4.1 Email

Parents should always email the school office 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 5 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 rather than call. The relevant member of staff will be notified and will contact the parent as soon as possible with 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 5 days of their request, wherever possible.

If the issue is urgent, parents should call the school office (01993 842488).

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Collection changes

For more general enquiries, please also call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the school office.

We try to schedule all meetings within 5 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/briefly, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning that can't wait until parent's evening
- 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
- Staff are trained on accessibility and will endeavour to provide information in an accessible format
- The school has an accessibility statement

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

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

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 the following languages:

- English

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 3 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
- Home-school agreement
- Social media policy