

St Mary's Bryanston Square CE Primary School



Home-School Communication Policy

March 2026

Excellence with Compassion

"Love your neighbour as yourself" Mark 12.31

Vision and Values

The Christian faith is at the heart of our school community.

At St Mary's we all care, learn and work together for God and others.

Our Christian Values are

Love, Forgiveness, Respect, Feeling Safe, Honesty and Curiosity

The distinctive nature of our approach to education can be found in our explicit Christian values, our collective worship, our grounded Christian ethos, our carefully crafted curriculum and in our Religious Education.

We aim to provide ambitious learning opportunities, promoting achievement in every area and nurturing social, emotional and spiritual well-being.

We actively promote the children's cultural capital (defined as the acquisition of skills and knowledge which an individual can draw on to give them an advantage in life). We will introduce them to strong role models who will impart their knowledge and wisdom to help the children engender an appreciation of human creativity and achievement and to become responsible local and global citizens.

Character and resilience are the qualities we promote within our children, developing the inner resources that we call on to help us in life. We instill these qualities in our children to make sure that they are ready to make their way in the world as robust, confident and inquisitive individuals.

We know that confidence, knowledge and skills will help them to become compassionate and well-balanced young people. We want them to take their place in society as active citizens, economically independent, exemplifying the British values of equality, mutual respect, democracy, individual liberty and rule of law.

We use our six Christian values, Love, Forgiveness, Respect, Feeling Safe, Honesty and Curiosity, to reinforce and enrich our teaching wherever applicable.

- **Love**

Now these three remain: faith, hope and love. But the greatest of these is love. 1 Corinthians 13:13

- **Forgiveness**

For if you forgive other people when they sin against you, your heavenly Father will also forgive you.

Matthew 6:4

- **Respect**

And as you wish that others would do to you, so do to them. Luke 6:31

- **Feeling Safe**

They will live in safety, and no one will make them afraid. Ezekiel 34:28

- **Honesty**

Whatever is true, whatever is honourable, whatever is just, whatever is pure, whatever is lovely, whatever is commendable, if there is any excellence, if there is anything worthy of praise, think about these things. Philippians 4:8

- **Curiosity**

Let the wise listen and add to their learning. Proverbs 1:5

Our vision is inclusive and seeks to promote the whole child thriving within our St Mary's family.

Each member of our St Mary's family; children, parents and staff are valued as God's creation. We believe in full inclusion and acceptance of all and that this allows every individual to flourish.

St Mary's C of E Primary School
Home-School Communication Policy

CONTENTS

1. Introduction and aims	3
2. Roles and responsibilities	3
3. How we communicate with parents and carers	4
4. How parents and carers can communicate with the school	6
5. Accessibility	7
6. Monitoring and review	7
7. Links with other policies	7
Appendix 1: school contact list	8

1. Introduction and aims

It is our belief 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:

- › All communication to parents and carers, to and from staff must go through the school office. The office team will redirect the communication to the appropriate member of staff and will be responsible for sharing staff responses with parents.
- › 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 8.15am – 4.30pm 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.

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

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 detailed above, 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 Emails (including Arbor in app emails)

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

3.2 School calendar

Our website and newsletter include details for the events in the school calendar for the half term ahead.

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.

3.3 Phone calls

Phone call home will happen to inform parents about significant events within school, this can be wide ranging from informing related to first aid incidents, to celebrating good behaviour.

3.4 Letters

We send the following letters home regularly:

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

3.5 Reports

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

- An end-of-year (written) report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports in parent teacher meetings
- A report on Key Stage (KS) 1 and KS2 SATs tests
- A report on the results of public examinations

We provide regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below). Additional meetings can be arranged via the school office.

3.6 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.

In addition, in the summer term we will hold a drop-in meeting after reports are sent out. This is solely for parents to drop in and discuss the contents of the end-of-year report.

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, such as annual reviews to support co-production in planning to support the needs of the child.

3.7 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.

3.8 Home-school communications app

The school use a school focused app (Arbor), which is communicated to parents. The app can be used for a range of different purposes.

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 1 working day, and to respond in full within 10 working days(or arrange a meeting or phone call if appropriate).

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

The school recognises that written communication can sometimes lead to misunderstanding, particularly where complex or sensitive issues are being discussed. The school has noted that reliance on AI-generated correspondence, can result in loss of context, clarity and mutual understanding.

Where the school believes that the substance or intent of a concern is being obscured or misrepresented through written communication, including the use of AI-generated messages, the school reserves the right to request an in-person meeting in order to clarify understanding before proceeding further. If such a request is not accepted, the school may determine that it is unable to continue the matter through further email correspondence.

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 3-4 days of your request.

If the issue is urgent, parents should call the school office and explain a brief summary of the situation.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Following this information, the school will follow this up appropriately directing the most appropriate member of the staff team.

4.3 Meetings

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

We will attempt to schedule all meetings within 3-4 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) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

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.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every 2 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
- Complaints
- Home-school agreement

Appendix 1: school contact list

Who should I contact?

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

- Email or call the school office on 0203 146 0968 or office@stmbs.org.uk
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We will acknowledge all emails within 1 day and a full response within 5 working days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher, at the beginning or end of day. Alternatively, outside of usually parent meetings, you can request to arrange a meeting at a mutually convenient time.
My child's wellbeing/pastoral support	office@stmbs.org.uk Marked with the attention of 'well-being support'
Payments	office@stmbs.org.uk
School trips	office@stmbs.org.uk
Attendance and absence requests	If you need to report your child's absence, call: 0203 146 0968 If you want to request approval for term-time absence, please review the attendance policy on the school website here , and complete a leave of absence form which can be found directly underneath the attendance policy.
Bullying and behaviour	office@stmbs.org.uk See school website for policy, marked with the attention of 'Bullying/Behaviour'. The school behaviour policy can be found here .
School events/the school calendar	See school newsletter and calendar on website.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Special educational needs (SEN)	office@stmbs.org.uk Mark the email with the subject: SEND for the attention of SENCO – Mrs L Ramphul
Before and after-school clubs	office@stmbs.org.uk
Governing board	If you would like to contact the Governing Body, would like to see a copy of the non-confidential minutes or are interested in becoming a Governor, please do so by email the clerk: clerk@stmbs.org.uk
Catering/meals	office@stmbs.org.uk

Complaints

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

Our policies page on our school website holds our policy for complaints: [St Mary's CE Primary School - Policies](#)

Sasha Marius-Beeko – Head of School

March 2026

To be reviewed: March 2028