



DAVISON CE HIGH SCHOOL FOR GIRLS

Home School Communications Policy

Chair of Governors:

Date:

1.Aims

Our Vision is that at Davison Church of England High School for Girls, students are free to choose any faith or none, but as a Church school, we want them to flourish, to live life in all its fullness as God intended. We reflect on what God has done for us through Jesus. We model his work through our Christian values. In our school we strive to reflect these values in the way we treat one another, conduct ourselves and care for those in our community and around the world.

At Davison CE High School, it is a prime aim that every member of the school community feels valued and respected, and that each person is treated fairly. We are a caring Christian community, whose values are built on trust, friendship, thankfulness, hope, forgiveness and endurance. This outworks in the form of respect, love and care for all, as reflected in this policy.

At Davison CE High School for Girls we seek to establish welcoming, clear and open communication between the school and parents. We recognise that supporting a child through their secondary education can hold many challenges for parents and working in partnership builds trust between home and school, which helps the school better support each child's educational and pastoral needs

2. Roles and responsibilities

2.1 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)
- Ensuring that communication is respectful and professional at all times

In line with promoting staff wellbeing and helping our staff find a work-life balance, staff are not expected to respond to parents outside of school hours. While some staff may choose to do so, the expectation remains that parents should receive a response within two working days where possible.

2.2 Parents

Parents are responsible for:

- Checking all communications from the school
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance, and using the most appropriate method of communication for the identified issue.
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Ensuring that communication with the school is always respectful.
Separated parents are expected to liaise regarding their child. School cannot act as a 'go between' and cannot increase workload through duplication of communication. [See Separated parent policy here.](#)

3. Inappropriate Communication/behavior

Any communication that is considered disrespectful, abusive or threatening will be treated in line with the parent and visitor code of conduct.

Covert recording of conversations is not in the spirit of productive partnership working. Minutes of meetings can be taken if requested.

If a parent has a grievance with the school we would ask that this is not discussed on social media as this does not allow for a solution focused approach. Please arrange a meeting. Staff should never be named on social media, they have a right to privacy.

The school has the right to refuse access from the school site to anyone if they are deemed to be a threat to the safeguarding of any members of the school community, including students and staff. (DfE Guidance 2018, "Controlling access to school premises: Barring individuals from school premises").

4. How parents and carers can communicate with the school

Parents should use the information in appendix 1 to identify the most appropriate person to contact about a query or issue.

We expect that all communications from parents are polite, respectful and solution focused.

Please be aware that all teaching staff are in the classroom for most of their day and are entitled to a proper break at lunchtime. We endeavor to acknowledge all communications within 2 working days and very much appreciate the patience and understanding of parents when awaiting responses.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance rather than phoning.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) subsequently in a timely way.

If a query or concern is urgent then parents should call the school reception, see

4.2 StudyBugs App

Parents and carers should notify the school of any absence using **StudyBugs** and should leave a reason for absence by 8.40am.

Planned absences should be requested two weeks in advance using the absence request form, these requests are considered by the headteacher. Holidays in term time are not permitted.

4.3 Meetings

Staff are unable to meet with parents without an appointment due to the busy nature of a school day and consequently if parents turn up at reception asking to see staff they will be turned away.

If parents would like to schedule a meeting with a member of staff, they should email the appropriate person. (see appendix 1).

4.4 Phone calls

For general enquiries or if a query or concern is urgent then parents should call the school reception.

Urgent issues might include things such as:

- › Family emergencies
- › Safeguarding or welfare issues

4.5 Accessibility

We aim to make communications accessible to all.

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
- › School announcements and communications translated into additional languages
- › Interpreters for meetings or phone calls

5. How we communicate with parents and carers

The section below explains 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.

5.1 School Website

Parents should check the website before contacting the school.

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
- › Information about extra-curricular activities
- › Signposting for support around wellbeing

5.2 My Child At School (MCAS) App/website

Parents and carers can use MCAS to check the following

- › Attendance
- › Behaviour, including positive and negative behaviour points and detentions
- › Homework

5.3 Email

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

- › Communications about revision and intervention sessions
- › Scheduled school closures (for example, for staff training days)
- › Trips and activities
- › Surveys and consultations

5.4 Phone calls

We will call parents to share information about their child including but not limited to:

- › Progress
- › Behaviour
- › Achievements
- › Health and wellbeing
- › Attendance

5.5 Reports

Parents receive reports from the school about their child's learning, these include

- › Attitude to learning (ATL) reports
- › Annual progress reports
- › Reporting on public examinations

5.6 Meetings

We hold a number of opportunities for parents and carers to come into the school including consultation evenings where parents can talk with teachers about their child's achievement and progress, information evenings and opportunities for parents to meet together e.g. 'coffee and chat' sessions which have a different focus each term, or Davison Autism Family Support (DAFS), details of these are on the website and communicated via email.

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

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be invited to Support Our Students (SOS) meetings.

5.7 Social Media

The school holds a number of official accounts on Instagram and Facebook, these are used to share and celebrate all the wonderful things that happen in our school. Commenting is turned off for these sites and photo permissions are checked before sharing pictures of a child or young person.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy after the first 12 months and then every two years. The policy is approved by the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Staff code of conduct
- Complaints
- Home-school agreement
- Staff wellbeing
- Separated parents
- Parent/visitor conduct

Please contact the school office to discuss

Appendix 1 Contacts

Who	email	Subject Leaders	email
Safeguarding leads	dsl@davisonhigh.school	Art	d.varney@davisonhigh.school
School general inquiries	info@davisonhigh.school	Art Textiles	h.phillips@davisonhigh.school
Medical team	medical@davisonhigh.school	Child Development	j.dodd@davisonhigh.school
Headteacher	headspa@davisonhigh.school	Citizenship	c.burgess@davisonhigh.school
Governors Clerk	chairofgovernors@davisonhigh.school s.meyer@davisonhigh.school	Computing	r.hilliard@davisonhigh.school
Year 7 Pastoral Team	Year7pastoral@davisonhigh.school	Dance	j.anstey@davisonhigh.school
Year 8 Pastoral Team	Year8pastoral@davisonhigh.school	Design Technology	s.baumann@davisonhigh.school
Year 9 Pastoral Team	Year9pastoral@davisonhigh.school	Drama	a.peebles@davisonhigh.school
		English Language & Literature	r.nilsson@davisonhigh.school

