CANBURY SCHOOL

HOME - SCHOOL COMMUNICATIONS POLICY

Last Review Date: **September 2026**

Policy Owner: **P Rich**

Next Review Date: **September 2027**

Overview

We believe that clear, open communication between the school and parents/carers has a positive impact on students' 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.

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

1. Role and responsibilities

Head

The Head 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:

- 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 (8am to 4.35pm), 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 these hours, but **they are not expected** to do so.

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 followed up by the Head.

Parents should not expect staff to respond to their communication outside of core school hours (8am to 4.35pm), or during school holidays.

2. 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 the following regularly to make sure they do not miss important communications or announcements that may affect their child.

2.1 Email

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

- Upcoming school events
- School surveys or consultations
- Class activities or teacher requests
- School weekly newsletters
- Low level behaviour, academic, safeguarding or general issues
- Minor injuries, medical or health issues
- Meeting requests

2.2 Text Messages

We will text parents about:

- Very short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Reminders regarding upcoming events

2.3 Phone calls

We will phone parents about the following things:

- Serious injuries, medical or health issues
- High level behaviour, academic, safeguarding or general issues

- Urgent meeting requests

2.4 Letters
from time to time we may send home letters about:

- Trips and visits
- Rewards and success

2.5 School Calendar
Our school website includes a full school calendar for the year. This can be accessed here: https://canburyschool.co.uk/calendar/

Where possible, we aim to give parents at least a full week's notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

Any such event will be included in the school calendar.

Up-coming key dates and events will also be added to the weekly school newsletter.

2.6 Homework
Homework is shared via the platform SatchelOne. Students can log in to this site via their School Google account using the 'Google single sign-on' button.

Parents are given their login details when their child starts at the school. Any requests for these details to be re-shared should be sent to the school reception.

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

- A full written end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports
- Student passports
- A report on the results of public and formal mock examinations
- Information about vocational qualifications gained (or credits gained towards these)

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

2.8 Meetings
We hold one progress check evening per year group per year (except Year 11 who have two in a 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.

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

Parents of students with Education and Health Care Plans will also attend annual review meetings yearly with the SENCO.

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

- School times and term dates
- Important events and announcements
- Curriculum information
- Key policies and procedures
- Safeguarding arrangements and contact details

2.10 Social Media

We use our social media channels to promote student achievements, subject information and generic educational information.

3. 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 reception number and email address.

3.1 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 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) soon after this time (Part-time staff may take longer to reply).

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made.

We have a duty of care to our staff to help them manage their workload appropriately, and this includes management of emails. As stated above, have also agreed with staff that there is no expectation to respond to queries during their personal/family time. During holiday periods, staff will check emails intermittently, but we would ask you to refrain from sending routine emails outside of term time.

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

3.2 Phone calls
If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school reception 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.

Please note, lessons will never be interrupted for teachers to take calls.

If the issue is urgent, parents should call the school reception.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

3.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

Meetings should always be pre-arranged with members of staff.

3.4 Safeguarding matters

Standard response timelines do not apply to child protection, safeguarding, or urgent student welfare concerns. Any safeguarding concern communicated by a parent or carer will be referred immediately to the Designated Safeguarding Lead (DSL) or Deputy DSLs via safeguarding@canburyschool.co.uk or direct telephone contact.

In accordance with Working Together to Safeguard Children 2026 and Keeping Children Safe in Education 2026, staff will prioritise immediate student safety and statutory referral pathways over our routine response windows.

3.5 Accessability

Canbury School is committed to ensuring clear, accessible communication for all families. Written materials can be provided in alternative formats or translated upon request for parents with English as an Additional Language (EAL), special educational needs, or sensory impairments. Where necessary to facilitate full engagement in annual reviews, pastoral meetings, or safeguarding discussions, the school will arrange suitable provisions.

Appendix 1: school contact list

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

- Email the most appropriate address
- Include your child's full name in the subject line

I have a question about…	**Who you need to talk to…**
My child's learning/ class activities/ lessons/ homework	reception@canburyschool.co.uk who will forward your email to the relevant member of teaching staff
My child's wellbeing/pastoral support Uniform/lost and found Bullying and behaviour	Year 7 - Mr Fayers and Mrs Anjam - gfayers@canburyschool.co.uk sanjam@canburyschool.co.uk Year 8 - Mr Mathy amathy@canburyschool.co.uk Year 9 - Mrs Tank jtank@canburyschool.co.uk Year 10A - Mrs Haines jhaines@canburyschool.co.uk Year 10B - Mr Bourgi rbourgi@canburyschool.co.uk Year 11A - Miss Boyle - cboyle@canburyschool.co.uk Year 11B - Mr Barnes - jbarnes@canburyschool.co.uk 6th Form - Mr Hussain - shussain@canburyschool.co.uk
School trips School events/the school calendar After-school clubs	reception@canburyschool.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 020 8549 8622 or email: reception@canburyschool.co.uk

	If you want to request approval for pre-arranged term-time absence, contact the Head via head@canburyschool.co.uk
Special educational needs (SEN)	SENCO - Ms Ridley sridley@canburyschool.co.uk
Finance matters	bursar@canburyschool.co.uk
Safeguarding matters	safeguarding@canburyschool.co.uk
Governing board	Send your request via the clerk to the Governors at bursar@canburyschool.co.uk

No Response

If you have not received a response from the school within three working days, please contact the school by emailing reception@canburyschool.co.uk and we will chase up your enquiry. Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

Complaints

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

Where a parental query or complaint relates to personal data processing or rights under data protection laws, Canbury School handles the matter in accordance with Section 164A of the Data Protection Act 2018. The school will acknowledge data protection complaints within 30 days, investigate without delay, and communicate outcomes promptly, ensuring compliance without conflicting with our parental complaints process.

https://canburyschool.co.uk/school-policies/