Lightcliffe Academy

A member of Abbey Multi Academy Trust

Lightcliffe Academy

Policies & Procedures

Home-school Communication Policy

Approved on	1st September 2026
Approved by	Local Governing Board
Next review due	**1st September 2027**

In Partnership to
Educate, Nurture and Empower

Contents

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 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 Head of School
The head of school is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- 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 not be expected to** respond to communications outside of school hours or their working hours if they work part-time, or during school holidays.
Our ICT and internet acceptable use policy is available on our website.

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
- Respond 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.
Our parent code of conduct is available on our website.

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 Arbor

We use Arbor to keep parents informed about their child's behaviour (both positive and negative).

3.2 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
- Payments

3.2 Text messages

We will text parents about:

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

3.3 School calendar

Our school website includes a full school calendar for the academic year.
Where possible, we try to give parents at least two 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 encourage staff to call parents regularly to discuss pupils' performance (both positive and negative).

3.5 Letters

We send letters home regularly via email, and these may include:

- Half-termly letters from the Head of School
- Letters about trips and visits
- Consent forms
- Our 'Spotlight' newsletter

3.6 School planners

We use planners to track attendance, behaviour and attitudes, progress and home learning. We ask that parents check planners and sign on a weekly basis to support their child.

3.7 Reports

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

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

We also arrange parents' evenings where parents can speak to their child's teacher(s) about their achievement and progress.

3.8 Parents' evenings and meetings

We hold one parents' evening for each year group per academic 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 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 to address these additional needs.

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

Parents 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 should always email the school using contactus@lightcliffeacademy.co.uk about non-urgent issues in the first instance.
We aim to acknowledge all emails within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within two 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 as above and the relevant member of staff will contact you within three working days.
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 correspondence with the appropriate member of staff within two 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

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email contactus@lightcliffeacademy.co.uk or appropriate Head of Year (see appendix 1).
We try to schedule all meetings within five working days of the request.

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

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

6. Monitoring and review

The Head of School monitors the implementation of this policy and will review the policy annually. The policy will be approved by the local governing body.

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

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 the school office on contactus@lightcliffeacademy.co.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 try to respond to all emails within two 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/subject teacher**
My child's wellbeing/pastoral support	**Your child's head of year**
Payments	**School office**
School trips	**School office**
Uniform/lost and found	**School office**
Attendance and absence requests	**If you need to report your child's absence, call: 01422 201028** **If you want to request approval for term-time absence, contact contactus@lighcliffeacademy.co.uk**
Bullying and behaviour	**Your child's head of year**
School events/the school calendar	**School office**
Special educational needs	**Mrs Futers (SENDCo)**
Hiring the school premises	**https://schoolhire.co.uk/halifax/lightcliffe**
The PTA	**Mr B Cross**
The governing board	**Mr C Magee (Chair of Governors)**
Catering/meals	**School office**

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