



Better Together
LEARNING TRUST

Better Together Learning Trust

Parent Communication Policy

NON - STATUTORY POLICY

Policy Number:

NS 32

Reviewed:

November 2025

Approved by Board of Directors:

November 2025

Next review date by the Board

November 2027

Policy Created by:

Chief Operating Officer – January 2024

Glossary

The term '**School**' is used as standard to mean the educational establishment that is adopting this policy.

The term '**Headteacher**' is used to refer to the person with overall day-to-day responsibility of the School.

Directors are the Trustees of the Board.

LGB is the Local Governing Body.

Key Points for Parents and Carers

Please:

- Contact staff only during the school day, whilst the member of staff is on the premises, and don't initiate conversations about your child outside school (see section 5);
- Class teachers will respond to matters needing investigation within five working days (see section 5);
- Keep up to date with school activities on our individual school websites,

1 Introduction

Better Together Learning Trust endeavours to communicate effectively with all stakeholders, with its pupils, with their parents and with other members of the wider school community. Better Together Learning Trust aims to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

2 Definition of communication

2.1 Better Together Learning Trust understands that communication is much more than the exchange of information. It involves:

- The management of relationships and the need to involve people.

2.2 Communication is as much about attitude and behaviour as it is about message. Better Together Learning Trust aims to remember the importance of listening. Every member of staff has a responsibility to support effective communications. For the purposes of this policy communication includes not only the message but also how that message is communicated; not only the responsibility for communication but also how effectively that responsibility is carried out.

3 Objectives:

3.1 All communications at Better Together Learning Trust will:

- Keep staff, pupils, parents, Governors and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon free, plain English with the aim of being easily understood by all.
- Be actioned within a reasonable time (5 normal working days).
- Use the method of communication most effective and appropriate to the context, message and audience, take account of relevant school policies in particular Equal Opportunities & Computer Use.
- Be compatible with our core values as reflected in our Mission Statement and Strategic Development Plan.

4 Methods of Communication

- 4.1 Better Together Learning Trust has many lines of communication to maintain: with parents and carers, other schools, the community and with outside agencies. Good communication between the school and the home is essential, and children achieve more when schools and parents work together. We believe parents can naturally help more if they know what the school is trying to achieve.
- 4.2 In our schools, we aim to have clear and effective communications with all parents and with the wider community. Effective communications enable us to share our aims and values through keeping parents well informed about school life. This reinforces the important role that parents play in supporting the school.
- 4.3 Whilst staff at Better Together Learning Trust will always seek to establish open and friendly relationships with parents, they will also ensure that the relationships are professional. To this end parents will always be addressed in an appropriate manner and staff will avoid developing close friendships with parents.
- 4.4 Written communications are made as accessible and inclusive as possible. We seek to avoid bias, stereotyping or any form of racial discrimination. We wish to recognise and celebrate the contributions made to our society by all the cultural groups represented in our schools.

5 Communications with Parents/Carers

- 5.1 Pupils are encouraged to take more responsibility for themselves and will only hand in a message to the teacher if parents or carers have sent in a message. Alternatively, parents and carers may email a message into school via the class email system or via office@chelvestonroadschool.org, or office@friars.northants.sch.uk
- 5.2 If a matter is brought to the attention of a staff member, they may be unable to investigate it or respond in detail immediately, but will endeavour to do so within 5 normal working days.
- 5.3 Staff members are keen to support parents and carers when they have a concern regarding their children and recognise the importance of dealing with any issue in a timely and professional manner. For this reason, we ask that parents contact staff only during the school day, whilst the member of staff is on the school premises. We ask parents/carers to refrain from initiating conversations outside

school, to discuss any school issues.

- 5.4 Each school issues termly newsletters which are sent to parents. It contains general details of school events and class/pupil activities. Our schools also send out other letters of a general nature when necessary and store copies in the school office.
- 5.5 Home learning tasks are available to all our pupils.
- 5.6 The school encourages parents and carers to share any issues about their child at the earliest opportunity. We will arrange to see parents and carers as soon as possible.
- 5.7 Various meetings are arranged for parents/carers throughout the year. A meeting for new parents/carers is organized as part of our transition programme in July and then a family consultation meeting in Term 1.

In addition, we host other events for parents and carers to attend.

- 5.8 At Better Together Learning Trust, parents are encouraged to contact the individual school if any issues arise regarding their child's progress or well-being.

6 Email

- 6.1 From time to time, parents/carers may wish to communicate with the school via email. Emails, for the attention of staff, should be sent to the class email address. Staff will endeavour to respond to parental emails in a timely manner and usually within 5 normal working days.
- 6.2 At Better Together Learning Trust, we aim to promote a healthy work-life balance for all staff members. Teachers will not respond to emails before 8.00am or after 6.00pm, on a weekend or during the holidays – including our administrative teams.
- 6.3 During the working day, teachers are preparing for the day ahead, on duty or teaching. They are not always able to respond to an email until such time as they can give it their fullest attention.

7 Telephone calls

- 7.1 Office staff should not interrupt teaching for staff to answer a telephone call, except in an emergency. Details will be taken as to the nature of your call and passed to the teacher, who will get back to you, when they are able to.

8 Written Reports

- 8.1 During the year, each school provides a Report to each child's parents/carers, which reports on the progress and attainment of their child in all subject areas. This report identifies areas of strength and areas for future development.
- 8.2 Parents/carers have the opportunity to meet their child's teacher during the year for a private consultation at Parents' Meeting. This gives parents/carers the opportunity to celebrate their child's successes and to identify potential goals. All parents and carers will be invited to attend their child's Annual Review.

9 School Websites

9.1 Each school website provides a myriad of information about the school, the admission process, and a number of school policies and details of how to contact the school.

10 Social Media

10.1 Each school updates its social media page regularly to inform parents and carers about Key events, celebrations and to set reminders.

10.2 The Trust requests that due to safeguarding, that no posts are made relating to the schools' students or staff.

11 Home School Communication

10.1 A calendar of school events is produced at the start of each term and is issued to parents via the school websites and email.

10.2 Termly Newsletters contain general details of school events, and class/pupil activities. Parents expect the newsletter and appreciate the regularity of contact. We send other letters of a general nature, when necessary, copies can be requested from the school office.

10.3 Home learning tasks are given to all our pupils.

10.4 The schools encourage parents/carers to share any issues about their child at the earliest opportunity. Teachers can then arrange to see parents/carers as soon as possible.

10.5 Each school arranges meetings for parents throughout the year. Meetings are held prior to any residential trip to inform parents of planning, content and arrangements. A meeting for new parents is arranged at the beginning of the summer term.

10.6 Each school updates its 'X' Page regularly to inform parents and carers about key events, celebrations and to set reminders.