



## Home-School Communication protocol

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| <b>Policy holder:</b>                   | J Crane     |
| <b>To be reviewed by policy holder:</b> | 3 yearly    |
| <b>Last reviewed by policy holder:</b>  | Summer 2026 |
| <b>Next review by policy holder:</b>    | Summer 2029 |
| <b>Version:</b>                         | 2           |

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### 1. Introduction and aims

Our purpose is to create a caring, learning community of high quality where everyone is valued for who they are and for what they may become.

Penair believes that every pupil is entitled to a broad, balanced and meaningful education. It is our aim to build on every child's potential and to help them achieve to the very best of their ability.

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 protocol 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

We provide parents with log-ins to online communication systems (eg Classcharts, Scopy) and should you require any further support in accessing any of the communication systems then we would encourage parents to contact the school's general office.

#### 2.1 Headteacher

The Headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this protocol

#### 2.2 Staff

All staff are responsible for:

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- Responding to communication from parents in line with this protocol and the school's ICT and internet acceptable use procedures
- 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 communications from parents/carers within two working days.

There is no expectation on Penair staff to check or respond to emails outside of their normal working hours, this includes, evenings, weekends and holidays. All Penair staff emails have the following as a footnote:

*At Penair School, we respect the work life balance of our staff. If this email has been sent out of your normal working hours, there is no expectation upon you to provide an immediate response. We may choose to be working outside of our work hours because it suits us to do so; that does not mean that we expect the same of you.*

Where there are safeguarding concerns we will respond as soon as we are able, but if you are concerned for the immediate safety of a child please contact Cornwall's Multi-Agency Referral Unit (MARU) 0300 123 1116

## 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 (see 'Who to contact – Appendix 1')
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication from parents that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct.

## 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 Classcharts

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

- Payments
- School messages
- Emergency school closures (for instance, due to bad weather)
- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Letters about trips and visits
- Consent forms

### **3.2 Email**

Email maybe used by Penair staff to communicate with directly parents and vice versa.

### **3.3 School calendar**

Our school website includes a full school calendar for the year.

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.

### **3.4 Phone calls**

In general staff members may contact parents/carers during the day and it is important for parents/carers to make sure that the school has up-to-date contact information.

### **3.5 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

### **3.6 Meetings**

We hold annual parents' evening(s) for each year group over the course of the 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 support the children.

### **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.

## **4. How parents and carers can communicate with the school**

Please use the 'Who to contact September 2024' document in Appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number (01872 274737)

and email address ([enquiries@penair.cornwall.sch.uk](mailto:enquiries@penair.cornwall.sch.uk)) during normal school business hours (8.00am – 4.00pm).

#### **4.1 Email from parents**

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

We aim to acknowledge emails 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 the school office and the relevant member of staff will aim to contact you within 2 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 spoken to the appropriate member of staff within 2 days of your request.

If your issue is urgent, please call the school reception.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare concerns

For more general enquiries, please call the school reception.

#### **4.3 Meetings**

If you would like to schedule a meeting with a member of staff, please email the appropriate address or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers may sometimes be available at the beginning or end of the school day if you need to speak to them urgently, we can never guarantee staff availability should parents/carers arrive at school without a pre-arranged confirmed appointment. 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.

### **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school. We currently do so in English. We can make additional arrangements if necessary; please contact the school to discuss these.

### **6. Monitoring and review**

The headteacher monitors the implementation of this protocol and will review the protocol every 3 years.

### **7. Links with other policies**

The protocol should be read alongside our policies on:

- Parent code of conduct - protocol

- ICT and internet acceptable use
- Complaints policy

## Appendix 1 – Who to contact when you have a query

Refer to the school website for personnel information.

All school email addresses have the following format: First initial then lurname@penair.cornwall.sch.uk (all in lowercase)

| Category                    | Query  | Who to contact  |
|-----------------------------|--|---|
| <b>Personal development</b> | Behaviour<br>Attendance<br>Health<br>Wellbeing/personal development  | To: Form Tutor<br><br>Cc: Personal Development Leader/<br>Student Welfare Officer/ Home school<br>attendance officer (Tutor will act as<br>facilitator)   |
| <b>Academic progress</b>    | Subject specific<br>Subject progress and assessment<br>Subject reports<br>Revision<br>Parents' evening                           | To: Class teacher and Head of<br>Faculty/Department<br><br>Cc: Form Tutor   |
| <b>Safeguarding</b>         | Safeguarding and welfare<br>concerns<br>Family crisis<br>Child protection<br>Police involvement<br>Social services               | To: Lisette Neesham<br><a href="mailto:lineesham@penair.cornwall.sch.uk">lineesham@penair.cornwall.sch.uk</a><br>(Designated Safeguarding Lead)<br><br>Cc: Personal Development Leader/<br>Student Welfare Officer/ Home school<br>attendance officer |
| <b>SEND</b>                 | Cognition and learning<br>Communication and interaction<br>Sensory and/or Physical<br>SEMH (social, emotional, mental<br>health) | To: Form Tutor<br><br>Cc: Personal Development Leader<br><br><i>Form Tutor's may direct to Carlyne Daly<br/>(Inclusion manager) or Kate Finlay (Special<br/>Education Needs Coordinator - SENCo)</i>  |
| <b>Careers</b>              | Careers<br>Work Experience<br>College applications<br>Apprenticeships  | To: Leanne Sherwood (Careers Lead)<br><a href="mailto:lsherwood@penair.cornwall.sch.uk">lsherwood@penair.cornwall.sch.uk</a><br><br>Cc: Form Tutor  |
| <b>Finance</b>              | Trips/visits - Payment schedule<br>Scopay  | To: Lead member of staff on original trip<br>letter / finance team<br><a href="mailto:finance@penair.cornwall.sch.uk">finance@penair.cornwall.sch.uk</a><br><br>Cc: Form Tutor  |
| <b>General enquiries</b>    | Anything not covered above   | <a href="mailto:enquiries@penair.cornwall.sch.uk">enquiries@penair.cornwall.sch.uk</a>  |

# Home School Communication Protocol

| Document control          |                      |                      |                                     |                               |
|---------------------------|----------------------|----------------------|-------------------------------------|-------------------------------|
| <b>Approved by</b>        | Full Governing Board | <b>Approved date</b> | Unknown                             |                               |
| <b>Published location</b> | Website              | <b>Next Review</b>   | <b>Policy Holder</b><br>Summer 2029 | <b>Governing Board</b><br>N/A |
| <b>Version Number</b>     | <b>Date issued</b>   | <b>Author</b>        | <b>Changes</b>                      |                               |
| 2                         | Summer 2026          | Sally Wood           | Version control Implemented         |                               |
|                           | Summer 2026          | Joe Crane            | Removal of reference to Studybugs   |                               |