



## Education

### Home / School Contact Policy

Document title:	Home/School Contact Policy
Version number:	2
Policy Status	Approved
Date of Issue	October 2022
Date to be revised	July 2026

#### Revision Log (last 5 changes)

Date	Version No	Brief detail of change
02/24	2	Amended to remove form specific mailboxes
02/24	2	Re-written to make expectations for staff and parents/carers clear
02/24	2	Communication chart included to make methods/ways of communication easier for parents/carers

## **1. Aims**

A highly effective education relies on establishing clear and consistent links between school and home. By ensuring communication between both parties remains open, transparent and effective, we can ensure we are working collaboratively. We can therefore identify concerns, share celebrations or advise families of strategies or practices which have been effective at school to support our students and their learning.

The aim of this policy is to promote clear and open communication by:

- Explaining how the academy communicates with parents/carers
- Setting clear standards and expectations for responding to communication
- Helping parents/carers know which communication channel is best placed to address their specific query or concern so they can get a response as quickly as possible

## **2. Ways of communication**

The academy uses a variety of methods to communicate with families. These include:

- Positive behaviour points, attendance and assessment/progress updates via the MCAS (My Child At School app)
- Parent Consultation Meetings- twice a year- one with your child's form tutor and one with subject teachers
- Annual Review - one meeting every year to discuss your child's progress
- Email/Bromcom/MCAS alerts
- Formal letters, including information about trips and visits
- Facebook daily posts and reminders
- Termly newsletters
- Impromptu phone conversations
- Postcards via students
- Key dates to families shared once a year
- Coffee Mornings
- Open events/Community events eg Lambing and Fayres
- Updates on Facebook to showcase what students do at school

Parents/carers can contact the school via the channels below:

- [info@snowfieldsacademy.org.uk](mailto:info@snowfieldsacademy.org.uk)
- Snowfields Academy phone number - 01622 250050
- MCAS (My Child At School) app messenger
- [Principal@snowfieldsacademy.org.uk](mailto:Principal@snowfieldsacademy.org.uk) can be used for formal complaints

- Student Services Managers
  - [ssm\\_bearsted@snowfieldsacademy.org.uk](mailto:ssm_bearsted@snowfieldsacademy.org.uk)
  - [ssm\\_cranbrook@snowfieldsacademy.org.uk](mailto:ssm_cranbrook@snowfieldsacademy.org.uk)

We strongly recommend that all families sign up to MCAS - our home/school communication app. Families who do not sign up, may risk missing vital information sent from the school. Please contact [info@snowfieldsacademy.org.uk](mailto:info@snowfieldsacademy.org.uk) if you need any support with this app.

Home to school contact must only occur through the academy's agreed communication channels, individual class teachers should not be contacted directly. This is to ensure that we are able to respond to your concerns in a timely manner in case of absence, and to ensure staff workload is taken into account.

It is prohibited for staff to communicate with families via personal emails or devices.

### **3. Roles and Responsibilities**

#### **3.1 Staff**

Snowfields staff will aim to respond to communication during core school hours (2 school days), or their working hours (if they work part-time). This will allow for admin and Student Service Manager (SSM) staff to gather information and get back to you or direct your email to a specific member of staff.

Teachers and leaders are responsible for:

- Responding to communication from parents/carers in line with this policy and the academy ICT and Internet Acceptable Use Policy
- Working with other members of staff to make sure parents/carers get timely information (if they cannot address a query or send the information themselves)

The academy has no expectation of any members of staff responding to any parent emails outside of the school day. Additionally, if staff are off sick, there is no expectation that they maintain contact with families.

Staff wellbeing sits at the core of our values and we do not expect home - school contact to impede or impact negatively upon this. If any teachers or staff feel that the home school contact is doing so, it is their responsibility to inform a member of SLT who will support in resolving the matter.

### **3.2 Parents/Carers**

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times, whether in writing, on the telephone or in person. We reserve the right to escalate any unacceptable behaviour from families.
- 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
- Regularly checking all communications from the school via MCAS and/or letters received

### **4. Content**

The content of any home school contact must at all times remain professional and GDPR compliant. Whilst we may have families aware of peer's names or possibly how they may have behaved or presented in school, as described by their sons/daughters, and may then choose to bring these up in conversations, it is imperative that staff do not discuss at any time the specific approaches, needs or difficulties of any other individuals than that of the student whose family are being spoken to.

Similarly, any discussion regarding other staff must remain impartial and infrequent. If a family member wishes to discuss other individual employees, this should be escalated to Senior Academy Leaders.

### **5. Complaints**

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. This can be found within the Policies section on Snowfields Academy website.

### **6. Monitoring arrangements**

This policy will be reviewed every 2 years.

## Contact Guide

Emails will be responded to within 48 hours/2 school days wherever possible.

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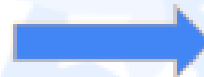
- Booking meetings with staff
- Positive feedback
- Home updates
- Pupil social/emotional updates
- Pre-arranged medical appointments
- Long-term absence



**When to use:  
Info  
Mailbox**

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- On the day absence or medical appointments



**When to use:  
Academy  
Phone line or  
MCAS app**

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Info: [Info@SnowfieldsAcademy.org.uk](mailto:Info@SnowfieldsAcademy.org.uk)

Phone Number: 01622 250050

Text Number for Absence 07860054492