



The Grange School Home – School Communications Policy

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1. Introduction and aims

We believe that clear, open communication between the school and families has a positive impact on students' learning because it:

- Gives families the information they need to support their child's education
- Helps the school improve, through feedback and consultation with families.
- 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 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

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

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- 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).
- That any communication to more than thirty families is submitted via the school's communication portal.

Staff will aim to respond to communication from parents within two core school days (8.20am – 3.00pm) subject to them working full time. Please note that this may be longer for staff members who work on a part-time basis.

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 of these hours, but they are not expected to do so.

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



- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school. There will be a weekly bulletin sent every Friday that captures the week's communication.

Abusive or aggressive behaviour – in person, by phone or email – will not be tolerated.

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

Parents should not expect staff to respond to their communication outside of core school hours (8.20am to 3.00pm), or during school holidays.

3. How we communicate with families

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.

3.1 Email (either via BROMCOM or staff members, and school directly)

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 staff requests

3.2 Parent Bulletin

We will send out a parent bulletin on a Friday (term time only) that includes:

- Links to letters
- Upcoming events
- General notices
- Attendance updates
- Photographs of interest

3.3 SchoolWebsite

Our school website includes a school calendar for upcoming events



Where possible, we try to give parents at least five working days' 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).

3.4 Phone calls

School staff may contact parents by telephone when timely, sensitive or complex communication is required that goes beyond the contents of an email. This includes safeguarding or wellbeing concerns, urgent matters affecting a student's safety, attendance issues, or significant changes in behaviour or emotional presentation.

On other occasions, staff may call to share positive news or recognise achievement, as these conversations help to build strong, trusting relationships between home and school.

Wherever possible, calls will be made during the school day, and staff will ensure communication is professional, respectful and focused on supporting the student's progress and wellbeing.

Staff will attempt to call at a mutually convenient time, and it is perfectly reasonable for parents to express that they are not in a position to take the call and arrange a mutually agreeable time and date to rearrange the call.

3.5 Letters

We send the following letters home:

- Letters about visits
- Vaccinations
- Examinations
- Special Events
- Consent forms

3.6 Social Media

Facebook <https://www.facebook.com/TheGrangeAylesbury/>

Instagram <https://www.instagram.com/thegrangesch/>

3.6 The Grange Gazette

Parents will receive a school newsletter every half term that shares student



events, and achievements that have taken place during the time period.

3.7 Reports

KS3 – Teachers will enter working at grades using the 9-1 grading system with additional grades added of T4, T5, T6 which identify students working towards grade 1. This will mirror the knowledge, understanding and skills needed for the GCSE 9-1 grades. Reports will be issued for both students and parents twice within the academic year. Reports will highlight whether students are working at, above or below their target based on their starting points. Reports will also include information relating to Homework, Achievement and Behaviour Points, Attendance and Punctuality and Attitude to Learning.

KS4 – Teachers will enter working at and end of KS4 predicted grades using the 9-1 GCSE grading system or alternative Btec and technical award levels. Assessment Reports will be issued for both students and parents five times across the Key Stage. Reports will also include information relating to Homework, Achievement and Behaviour Points, Attendance and Punctuality and Attitude to Learning.

KS5 – Teachers will enter current working at and end of KS5 predicted grades for all students and assessment reports will be issued for both students and parents five times across the Key Stage. Reports will also include information relating to Homework, Achievement and Behaviour Points, Attendance and Punctuality, Attitude to Learning and Knowledge and Understanding.

3.8 Meetings

We hold one parents' evening per 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.

If parents are unavailable to attend the parents' evening there is no expectation on staff to make alternative arrangements to meet or share information about their child that would be shared at the meeting.

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 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
- Information about before and after-school provision

Parents should check the website before contacting the school.

3.10 Home-school communications app

The Grange School uses *Bromcom* for managing and communicating a wide range of data.

This includes:

- Student Timetables
- Attendance Data
- Behaviour Points
- Exam Timetables
- Exam Results
- Assessment Reports

Every student has their own *Bromcom* account while parents and carers can sign up for parental accounts.

Using Bromcom's *My Child At School* app, parents can view their child's daily achievements, behaviour logs, timetable, attendance, detentions and notices. This helps students develop their own independence, time-management and organisation while also being supported by parents from a distance.





Parents can sign-up for *My Child At School* accounts directly with *Bromcom* using their email address previously supplied to the school.

The app is free to download from:

- [Apple App store](#)
- [Google Play store](#)

4. How parents 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 office number and email address.

4.1 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 two working days, subject to the staff member working full-time hours.

Parents may wish to refer to our [getting in touch](#) page for details of who to contact for specific queries.

If you have any queries which remain unanswered after viewing our website, please [complete our enquiry form](#) or use the contact details below to reach Mrs. J Bell, PA to the Headteacher and she will direct your enquiry accordingly.

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

4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office, and the relevant member of staff will



contact them within two working days subject to the staff member working full-time hours.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time.

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

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

For more general enquiries, please call the school office.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see [Getting in Touch - The Grange School](#)), or call the school to book an appointment.

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

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

5. Accessibility

It is important to us that everyone in our community can communicate easily with the school.

5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats
- All communications are written as clearly and concisely as possible
- Staff are trained on accessibility and will endeavour to provide information in an accessible format

Parents who need help communicating with the school can request reasonable adjustments, such as:



- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in English and all copies can be translated using tools such as Google Translate

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every three years.

The policy will be approved by the Governing Board.

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
- Home-school agreement
- Staff well-being
- Social media policy

