



Parent to School Communication Policy

Approved by:	The Proprietors	Date: Jan 2024
Ratified by:	Board of Governors	Date: Feb 2024
Document created on:	July 2021	
Last reviewed on:	Jan 2024	
Next review due by:	Jan 2025	
Document Reviewed by:	K McCarthy	N Purcell

GOAL: Establish and maintain clear, consistent, and effective communication between parents/carers of ARTS Education students and School. This ensures all stakeholders are informed, engaged, and able to collaboratively support student success and any issues, questions or concerns can be dealt with swiftly and amicably through the correct staff members and channels.

1. Introduction

ARTS Education recognises the pivotal role of home-school communication in maximising student success, particularly for our students with SEN. As our school continues to grow, this policy explains communication channels and clarifies who to contact and how, ensuring both formal (newsletters, emails, official reports) and informal (drop-in sessions, online platforms) options are available.

Staff roles and expectations are outlined, with timeframes specified for response based on urgency. Feedback from all stakeholders will drive continuous improvement, promoting an open and collaborative environment where informed families actively participate in their child's educational journey. This policy emphasises clarity, accessibility, and collaboration, fostering effective communication that empowers families to support their child's success at ARTS Education.

2. Safeguarding

Safeguarding is at the forefront of everything we do at ARTS Education and as such any safeguarding concerns will fall outside of this communication procedure. Should you have any safeguarding concerns they should be communicated directly with our Designated Safeguarding Team via safe@artseducation.co.uk

3. Process of communication in specific circumstances and who to contact

Step 1	<p>Each young person will be allocated a home-school link worker. (This will be communicated to parents/carers from w.c 6.11.23.)</p> <p>This identified person will be the first point of contact for all general queries.</p> <p>The most appropriate communication methods would be email parentmail@artseducation.co.uk or telephone 07749 846945.</p>	Parents/carers can expect a response via the same communication method chosen, within 2 school days.
Step 2	<p>If parents/carers have a more specific query they should contact:</p> <p>Wellbeing – enola.w@artseducation.co.uk</p> <p>Subject teachers – email parentmail@artseducation.co.uk with the subject in question and the query will be directed accordingly.</p> <p>Reading/interventions/exams – joanne.bs@artseducation.co.uk</p> <p>Attendance – ed.preston@artseducation.co.uk</p> <p>Brief order of reporting an absence.</p> <p>Absences can be reported to school via:</p> <ul style="list-style-type: none">• Studybugs app which can be downloaded from the Play store (Android), or the Apple store (iPhone). You can also report absence directly from the studybugs website https://studybugs.com/.• Emailing parentmail@artseducation.co.uk no later than 9:30 of the day of absence (where possible).• Calling the school office on 07749 846945 no later than 9:30 of the day of absence (where possible).	Parents/carers can expect a response via the same communication method chosen, within 2 school days.

Step 3	<p>If you have a specific query about our Curriculum or your child's special educational need. You should direct the query to one of the following:</p> <p>Academic/Curriculum – Amanda amanda.johnson@artseducation.co.uk</p> <p>SENCO – Jo joanne.bs@artseducation.co.uk</p>	<p>Parents/carers can expect a response from this person within 3 school days, following the communication from Step 2.</p>
--------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	-----------------------------------------------------------------------------------------------------------------------------

3. Monitoring and Evaluation

We review the effectiveness of our policy and practices yearly or as and when needed through student feedback, parent feedback and staff reflection.

4. Conclusion

This communication policy serves as a roadmap for effective and collaborative interaction between ARTS Education and our valued parent/carer community. By outlining clear channels, expectations, and responsibilities, we strive to foster transparency, accessibility, and timely responses to your inquiries.

5. Links to Other Policies

Safeguarding and child protection policy
Parent and carer code of conduct policy
Home visit policy
Dealing with abusive people policy
Confidentiality policy
Allegations against staff (low level) policy
Complaints policy