

Our commitment

We commit to:

- Respond to communication from parents in line with this procedure and the school's ICT and internet acceptable use policy.
- Work with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Our methods of communication:

Email

We use email to keep parents informed about the following:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Payments
- Reminders about school events
- Short-notice changes to the school day
- Regular communication such as the Ashbeian or letters from the Headteacher

Staff will **aim** to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff are encouraged to respond to communication between 8am and 4pm wherever possible. Staff may work around other responsibilities and commitments and respond outside of these hours on occasion, but they are **not expected** to do so.

Arbor

We use the Arbor parent portal/App to keep parents informed about the following:

- Timetable
- Behaviour
- Positive rewards
- Attendance
- Homework set and due

Text Messages

We will text parents about:

- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

Website

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

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.

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
- Homework procedures and expectations

Parents should check the website before contacting the school.

Phone Calls

We will contact parents via telephone to discuss pupils' performance (both positive and negative) in line with our behaviour processes. We aim to respond to phone calls within 3 days of your request.

Letters

We send the following letters home regularly (via email):

- Letters about trips and visits
- Parents' Evenings
- Consent forms
- Our monthly newsletter

Homework planners

KS3 students have planners.

- Tutors will check these weekly and update the attendance record section.
- Homework set /due dates can be seen via Arbor App. Homework procedures and expectations can be found on the website.
- Parents should check these weekly and sign to confirm they have been read. There is a space for parents to add any notes/information that school should be aware of.

KS4 students will have KS4 journals.

Progress

Reports

We send reports twice a year from the school about your child's progress which include:

- Progress reports covering their achievement in each part of the curriculum, how well they are progressing, their behaviour record and their attendance.
- A report on trial examination results

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

Parents' evenings

- We hold one subject specific parents' evening(s) per year. (These will be a hybrid model of online or face to face). 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, wellbeing or attendance.
- Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Parents

Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1), or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request.

We recommend that parents 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

Our expectations

We expect parents/carers to:

- Email the school, or the appropriate member of staff, about non-urgent issues in the first instance.
- Ensure that communication with the school is respectful at all times.

- Make every reasonable effort to address communications to the appropriate member of staff in the first instance.
- Respond to communications from the school (such as requests for meetings) in a timely manner.
- Check all communications from the school.
- Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent/carer code of conduct.
- Parents should **not** expect staff to respond to their communication outside of core school hours (8.00am to 4pm), or during school holidays.
- If an issue is urgent, parents should call the school office. Urgent issues might include things like a family emergency or a Safeguarding or welfare concern.

It is important to us that everyone in our community can communicate easily with the school. We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:
English

Parents who need help communicating with the school can request Interpreters for meetings or phone calls. Please contact the school office to discuss these.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's tutor /subject teacher: enquiries@ashbyschool.org.uk
My child's wellbeing/pastoral support	enquiries@ashbyschool.org.uk or individual Year Team Leader (information available on website)
Payments	wisepay@ashbyschool.org.uk
School trips	enquiries@ashbyschool.org.uk
Uniform/lost and found	enquiries@ashbyschool.org.uk
Attendance and absence requests	If you need to report your child's absence, call: (01530 413748 ext 202 or email: YearTeamAbsences@ashbyschool.org.uk If you want to request approval for term-time absence, contact YearTeamAbsences@ashbyschool.org.uk
School events/the school calendar	enquiries@ashbyschool.org.uk
Special educational needs (SEND)	SEND@ashbyschool.org.uk
Before and after-school clubs	enquiries@ashbyschool.org.uk
Hiring the school premises	lettings@ashbyschool.org.uk
Governing board	governanceprofessional@lifemultiacademytrust.org.uk