

OUR LADY OF LOURDES RCPS
Home-school communication policy

Policy approved by: Governors	Date: January 2026
Last reviewed: January 2025	
Next review: January 2027	

Mission Statement

At Our Lady of Lourdes, we follow in the footsteps of Jesus, to love, learn and grow.

Introduction and Aims

At OLOL, we believe that clear, open communication between school, parents/carers has a positive impact on children's 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 policy is to promote clear and open communication by:

- Explaining how the 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

Roles and responsibilities

Executive Headteacher

The Executive Headteacher is responsible for:

- Regularly reviewing this policy
- Monitoring the implementation and effectiveness of this policy

Head of School

The Head of School is responsible for:

- Implementing this policy day to day to ensure communications with parents are effective, timely and appropriate

Staff

The staff are responsible for:

- Responding to communication from parents in line with this policy and the schools 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)
- Staff will aim to respond to communication during school hours (8.40am-3.30pm), or their working hours. (if they work part-time) 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.

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
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

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 (8.40am – 3.30pm) or during school holidays.

How we communicate with parents and carers

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school.

Parents/carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

Email

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

- The weekly newsletter is sent to parents/carers every Wednesday with upcoming school events and reports from the last week
- Letters from staff
- School surveys or consultations
- Trips or visitors

Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures

School calendar

The school calendar is on the school's website and can be downloaded to mobile phones. The school calendar includes events for the full year. Where possible, we try to give parents/carers at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for children to bring in special items or materials)

Phone calls

School staff may phone parents/carers to discuss an incident or accident from the school day or to let parents/carers know about something positive from the school day.

Letters

We send the following letters home regularly. These letters may be sent through the email or a paper copy may be sent home:

- Letters about trips and visits
- Consent forms
- The weekly newsletter

Seesaw

All parents/carers have access to Seesaw. Seesaw is a two way communication system for parents/carers to regularly share their children's learning and progress.

Reports

Parents/carers receive reports from 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
- A progress report in the autumn and spring terms
- A report on the Year 1 Phonics Check, Year 2 Re take; Year 4 Multiplication Test; Key Stage Two SATs.

Meetings

We arrange two parents evenings, one in the autumn term and one in the spring term, where parents/carers can speak to their child's teacher about their achievement and progress.

We may contact parents/carers to arrange meetings between parents evenings if there are concerns about a child's achievement, progress or wellbeing.

Parents/carers of children with Special Educational Needs or those who have other additional needs, will be asked to attend further meetings to address these additional needs.

School website

The school website is continually updated with key information. Each class has a class page with photos of children's learning and information about their curriculum. The school website address is: www.ololbury.com

How parents and carers can communicate with the school

Seesaw

Parents/carers should contact the class teacher through Seesaw if they have any queries/questions or if they would like to make an appointment to see the teacher.

Email

Parents/carers can email the school office: olol@bury.gov.uk

We aim to acknowledge all emails within five working days, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

If a query or concern is urgent, and parents / carers need a response sooner than this, they should call the school office on **0161 761 2026**.

Phone calls

If parents/carers need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office or class email to arrange for the staff member to contact them.

If the issue is **urgent**, parents/carers should call the school office on 0161 761 2026

Urgent issues include:

- Family emergencies
- Safeguarding or welfare issues

Meetings

If parents/carers would like to schedule a meeting with a member of staff, they should email the school office or send a message on Seesaw, or call the school office to book an appointment.

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

While teachers are available at the beginning and end of the school day if parents/carers 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

Inclusion

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

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 requirements if necessary. Please contact the school office to discuss these.

Monitoring the policy

The Executive Headteacher monitors the implementation of this policy and will review the policy annually.

Appendix 1: Frequently asked questions

Who should I contact?

I have a question about	Where to find this information / who you need to talk to
My child's learning / class activities / lessons / homework	See the school website – Children – Class pages Contact your child's class teacher through Seesaw
My child's wellbeing / pastoral support	Contact your child's class teacher through Seesaw Contact Miss Dean, the Inclusion Lead, Via the school office on 0161 761 2026
Payments	Contact the school office olol@bury.gov.uk 0161 761 2026
School trips	Contact the school office olol@bury.gov.uk 0161 761 2026
Uniform / lost and found	Contact the school office olol@bury.gov.uk 0161 761 2026
Attendance and absence requests	Contact the school office olol@bury.gov.uk 0161 761 2026
Bullying and behaviour	Contact your child's class teacher Reception – through Seesaw Year 1 onwards: teacheryear1@ololbury.com (change the year group accordingly)
School events	See the school website and download the school calendar
Special Educational Needs	Contact Mrs Kay Weston (SENDCo) through the school office in the first instance
Before and After School Clubs	See the school website – parents – school clubs Contact the school office
Governing Board	Contact the school office in the first instance
Catering / school meals	Bury MBC

Complaints

If you need to make a formal complaint, please follow the procedure set out in our complaints policy.