

Section 1 – How we Communicate with parents.

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

Gives parents the information they need to support their child's education.

Helps the school improve, through feedback and consultation with parents.

To help 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. 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 of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

We ask parents to provide us with a contact email address

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
- Newsletter

Text messages

We will text parents about:

- Attendance
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Minor first aid incidents

School calendar

Our school website and our newsletter include a school calendar for the full school year.

Events or special occasions will be included in the school calendar: <https://www.st-peters.solihull.sch.uk/events/>

There is also a list of term dates: <https://www.st-peters.solihull.sch.uk/term-dates/>

Phone calls

School encourages staff to call parents regularly to discuss pupils' performance (both positive and negative).

Parents will be called if their child is unwell or injured. We will call according to the priority contacts provided by parents and/or the previous school.

Letters

We send the following letters home regularly; the majority of letters will be sent by email:

- Letters about trips and visits
- Consent forms
- Class or group changes
- Behaviour Sanctions
- Praise postcards
- Attendance

Section 2 – How parents and carers can communicate with school

Please 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.

Email

Parents should always email the school office, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within **two** 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 you need a response sooner than this, please call the school.

Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within two working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within **five** days of your request.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues *including allegations of bullying or school refusal*

For more general enquiries, please call the school office.

Meetings

Meetings are held by prior arrangement and parents/ carers should not turn up to school without an appointment. If you would like to schedule a meeting with a member of staff, please email the school office or call the school to book an appointment.

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

We recommend you book appointments to discuss:

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