



Castle Newnham School

TRADITIONAL VALUES, BRIGHT FUTURES, ONE JOURNEY

Home - School Communications Charter

We value communication between school and parents and want it to be as effective as possible in supporting learning, progress and wellbeing.

Parents can expect of Castle Newnham that we will:

Communicate about progress regularly:

- Parents' Evenings take place in the autumn and/or spring term with your child's class teacher.
- You can contact any teacher to ask for an appointment to discuss specific questions or concerns throughout the term by emailing or telephoning the school office.
- Written reports will be sent home each year and the calendar for these will be published on the website.

Communicate openly and frequently with families, sharing news and seeking feedback where possible:

- Produce a federation newsletter every term with additional supplements on staffing or building changes when appropriate.
- Send out curriculum newsletters half termly to outline what pupils in a particular year group have been learning to help with home support and follow-up.
- Regularly update the school's website to include the school calendar, term dates, any newsletters and key information about the school.
- Use the school's Twitter account for informal updates and daily news of events @castlenewnham.
- Ask for parents' views through a questionnaire at least annually to help inform school development.
- Listen to and respond to individual issues raised by parents.
- Inform the child's parents on the same day if a child has sustained an injury to the head.
- Inform parents when serious behaviour concerns arise and/or when any situation occurs that may affect the health, safety and wellbeing of your child.
- Use primary planners from Reception to Year 6 for general communication between teacher and family.
- Use 'Show My Homework' from Year 7 to communicate regarding homework, deadlines and completion.

Castle Newnham School expects parent/carers to:

- Attend Parents' Evenings to understand more about their child's learning and progress.
- Make every effort to attend information evenings, e.g. Meet and Greet evenings, options evening, curriculum evenings.
- Keep all contact details up to date by informing the school office.
- Return documents, slips and payments on time.
- Read the school newsletters and look at the website regularly to remain up to date with the school's events.
- Tell us about any medical or personal issues that might impact on your child's learning as soon as possible.
- Support with and communicate regarding homework.
- Discuss any concerns they may have, which may be affecting their child's learning or wellbeing, with teachers. We advise parents to approach their child's class or form teacher in the first instance – the easiest way is via a phone call to the school office.
- Keep to a policy of 'praise publicly, criticise privately' and avoid using social media as a forum for personal complaint.
- Think carefully about the timing and tone of any communication to a member of staff, keeping in mind that it can be worrying and distressing for staff to receive an email late at night, potentially reading it when alone, and unable to take immediate action or to seek advice. *Staff are asked not to respond to emails outside of normal working hours.*