



# **SARACENS** HIGH SCHOOL

## COMMUNICATION WITH PARENTS AND CARERS POLICY

Created: April 2018  
Reviewed: March 2023  
To be reviewed: March 2027

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## 1. Rationale

Saracens High School recognises the importance of clear and effective communication with all stakeholders (pupils and parents/carers, governors, Local Authority, outside agencies, national bodies, etc), and is committed to being open and accessible for all who have an interest in the school. The key stakeholders for a school are families and pupils and this policy addresses the main ways in which the school ensures effective two-way communication between home and school.

Communications can take a variety of forms: verbal (through meetings or by telephone), written (through letters, notes in planners, notices on Arbor the school information system, or email). Occasionally a communication may be received second hand or through an intermediary.

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full-time and running clubs, or otherwise working with pupils at lunchtime or after school. Parents may be exasperated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

For this reason, the school is proactive in encouraging use of modern communications methods, with staff email contacts being publicised regularly in newsletters and all parents/carers being encouraged to give an email address for prompt and effective communication.

Parents also have an Arbor parent portal login and app, as well as the website and a social media account (X and Instrgram) to view general school information as well as to view information specific to their child.

## 2. Aims of the policy:

1. To maintain and improve the quality of service given to pupils at Saracens High School by ensuring that effective communication and consultation takes place between the school, parents, pupils and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school, parents and pupils on key service areas.

## 3. Communication

Communication between the school and parents operates in the following ways:

1. Prospective parents are invited to an Open Evening in the Autumn term preceding the year of entry to the school. All prospective parents receive a school prospectus, which is also available on the school website
2. Prospective parents are invited, along with pupils, to an induction meeting in July where the main channels of communication are outlined and information about the school is presented

Parents are invited to a 'Year 7 Learning Coach Evening' in the first term of Year 7 to meet the pupil's Learning Coach and review how the pupil has settled into the school

3. Parents are invited to attend Parents' Evenings to review their child's academic progress
4. Arbor provides parents with access to a range of school communication and documents through the website and app. Arbor is used to generate emails. At a personal level Arbor communicates information about specific pupils; sharing individual pupil information such as behaviour, rewards, attendance data and school reports.
  - a Direct communication between parents and staff is positive... staff will follow the school policy for communicating with parents, it is expected that emails to staff are courteous and polite.
5. Home Learning is shared with parents through the website/app called Satchel: One (formally known as Show My Homework)
6. Communication about pupil progress takes place formally for each pupil through progress reports
7. Details about events at the school are sent via email to the primary guardian or through other electronic communication posted on our Arbor and social media outlets
8. The school newsletter is a key vehicle for communicating in a variety of ways; alerting parents and pupils to forthcoming issues, celebrating the life of the school, petitioning for parental views, publishing the results of consultations, etc. This is published on the news section of the school website
9. Queries about events at the school may be made by phone to the school or by e-mail
10. Parents are regularly reminded of all teacher email addresses for reference (the format for staff email is [initial.surname@saracenshigh.org](mailto:initial.surname@saracenshigh.org))
11. The school has published the following service standards to ensure a prompt response for communication requests by parents. These standards are reviewed on an annual basis by the school's administrative team
12. The Local Governing Body and individual governors are always looking for opportunities to directly engage with parents/carers including

## Service Standards at Saracens High School

**The following response times are our targets and are usually adhered to:**

**Responding to parents** – any requests for information, any concerns, requests for references or progress are dealt with within 2 working days (term time only)

### **Complaints Procedure**

Initially, concerns should be addressed to the appropriate teacher, Learning Coach, Year Lead (pastoral matters), Subject Lead (curriculum matters).

Concerns may be raised either via letter, e-mail or phone call.

- Letters will receive either a verbal (usually by phone) response within 2 working days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome
- Concerns raised by phone will be addressed within 2 working days.
- Emails will receive an email response within 2 working days. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays may not be replied to until term-time.

There is a system in place for monitoring the nature of complaints at the school in order to identify trends and address any recurring issues.

### **Communication with the Principal**

A phone or email communication to the Principal will receive a response within 24 hours (week days and term time). A request for a meeting will be granted within 72 hours.