



LIGHT HALL COMMUNICATIONS – OUR POLICY

1. Introduction and aims

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' 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 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

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles & Responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Regularly reviewing this policy

Deputy Headteacher

The deputy headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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)

2.3 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

3. How we communicate with 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.

3.1 Email

All correspondence is sent by email. Parents can expect to receive the following by email:

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- Letters
- Notice of upcoming school events
- Notice of scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Our weekly newsletter - 'The Word'
- Information and consent regarding trips and visits
- Notice of payments
- Short-notice changes to the school day
- Interim reports
- Notice of emergency school closures (for instance, due to bad weather) Website

All communication will refer to the website, where copies of information are up to date.

<https://www.lighthall.co.uk/letters-correspondence/>

3.2 SIMS Parent App (Class charts when installed)

Parents use the SIMS parent app to check the following information about their child:

- Attendance
- Behaviour & Achievement points
- Timetable
- How to change parents' details, such as a change of address or phone number

3.3 Text Messages

Text messages are used for

- Unexplained absence
- Emergencies

3.4 Website

Our school website (www.lighthall.co.uk) includes:

- Full school calendar for the year.
- Information on the following:
 - Pupil Premium
 - Governance
 - SEND
 - Policies
 - Curriculum
 - Careers
 - Exams
 - Remote Learning
 - House Information
 - Pastoral Support

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Extra Curricular

- Correspondence
- Uniform
- Homework
- School day
- Contact details and emails for staff

3.5 Social Media

We use the following social media platforms to communicate items of interest:

- Facebook <https://www.facebook.com/LightHallAcademy>
- Twitter <https://twitter.com/lighthallschool>

3.6 Reports & Parent Evenings

Each child receives an annual report about their progress at specific points in the academic year. This is calendared. Parents are invited to participate in a parental consultation once a year.

4. How parents and carers can communicate with the school

4.1 Email

We encourage parents to contact staff directly by email if they have a concern. A list of contacts is available here: <https://www.lighthall.co.uk/faculty-contacts/>

- Email the most appropriate address
- Include your child’s full name in the subject line

If a parent is unsure about whom to contact they should contact the school office directly. 0121 744 3835 or office@lighthall.co.uk.

During the week in term time we will acknowledge queries within 48 hours. If your concern is urgent and you need a response sooner than this, please call the school office. 0121 744 3835.

4.2 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 48 working hours .

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 2 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

For more general enquiries, please call the school office.

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the appropriate address <https://www.lighthall.co.uk/faculty-contacts/> or call the school to book an appointment, at a mutually convenient time.

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5. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	https://www.lighthall.co.uk/faculty-contacts/
My child's wellbeing/pastoral support	https://www.lighthall.co.uk/faculty-contacts/
Payments	Finance Team lhfinance@lighthall.co.uk
School trips	Megan Powell mpowell@lighthall.co.uk
Uniform/lost and found	Kelly Regan kregan@lighthall.co.uk
Attendance and absence requests	If you need to report your child's absence, call: 0121 744 3835 option 1 If you want to request approval for term-time absence, contact pruddy@lighthall.co.uk
Bullying and behaviour	Pastoral Manager for your child's year
School events/the school calendar	Megan Powell mpowell@lighthall.co.uk
Special educational needs	Lis Yu eyu@lighthall.co.uk
Before and after-school clubs	School Office office@lighthall.co.uk



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I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Hiring the school premises	Community Lettings UK info@communitylettingsuk.co.uk
The governing board	Lisa Edwards – Clerk to the Governors Ledwards@lighthall.co.uk
Catering/meals	Dawn Watkins dwatkins@lighthall.co.uk

5.0- Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. Our policies can found using the link below:

<https://www.lighthall.co.uk/school-policies/>

6.0 Monitoring & Review

The effectiveness and efficiency of our communication is reviewed regularly by the Headteacher.