

BE THE BEST YOU CAN BE



OLGA
PRIMARY SCHOOL

Olga Primary School

Home School Communication Policy

Policy Date: July 2025
Review Date: July 2027

Introduction

At Olga Primary School 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.

1. Roles & Responsibilities

This section details the responsibilities of different groups within the School community.

Headteacher (is responsible for)

- Ensuring that communications with Parents/Carers are effective, timely and appropriate.
- Regularly reviewing this Policy.

Staff (are responsible for)

- Responding to communication from Parents/Carers in line with this Policy and the school's Online Safety Policy and Acceptable Use Policies which can be found on our School website.
- Working with other members of Staff to make sure Parents/Carers get timely information (if they cannot address a query or send the information themselves).

Staff may not respond to communications outside of School hours, or their working hours, or during School holidays.

Parents/Carers (are responsible for)

- Ensuring that communication with the School is respectful at all times (please see home/school agreement for further details).
- 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.
- Making sure that the School has their up-to-date contact telephone numbers and email addresses.

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with the School's Home School Agreement, which can be found on our School website.

2._____How We Communicate With Parents/Carers

Before your child starts at Olga

You will be invited to attend open days, information meetings and stay and play sessions before your child starts with us. All information will be collected using Aplicaa, an online communication form before your child starts.

School Website

Key information about the School is posted on our School website, including:

- School times and term dates.
- Important events and announcements.
- Curriculum information.
- Important Policies and Procedures.
- Important Contact Information.
- Information about before and after-School provision.

Parents should check the School website before contacting the School.

Email & Arbor App

Arbor and email are the main methods of communication.

Newsletter

Regular newsletters are posted to our website.

Tapestry

EYFS use this system to share learning with Parents/Carers. Parents/Carers are also able to share any home learning via this system.

Phone Calls

The School may call Parents/Carers about:

- Their child's attendance.
- If their child is ill or has an accident at School.
- If there is an emergency.
- To arrange a meeting with a Parent/Carer.
- To follow up on an enquiry that a Parent/Carer may have made.

Meetings

We hold two Parents' Conferences per academic year. During these meetings, Parents/Carers can talk with Teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The School may also contact Parents/Carers to arrange meetings between Parents evenings if there are concerns about a child's achievement, progress, behaviour or wellbeing. Teachers will log any such meetings and any follow up/next steps.

Parents/Carers of children with Special Educational Needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

When a Parent/Carers meets with a senior member of Staff (Headteacher, Deputy Headteacher) the senior member of Staff may email the Parent(s)/Carer(s) outlining any agreed actions from the meeting.

3._____How Parents & Carers Can Communicate With The School

Please contact your child/s class teacher in the first instance with any queries or concerns.

If you have a serious safeguarding concern please call the school and as to speak to a safeguarding lead or use the email safeguarding@olga.towerhamlets.sch.uk

Email

Parents/Carers should always email the School about non-urgent issues in the first instance. Parents/Carers can email on admin@olga.towerhamlets.sch.uk and put the subject and name of the relevant Staff member on the subject line. We aim to acknowledge all emails within 5 - 10 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 three 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 issues such as:

- Family emergencies.
- Safeguarding or Welfare issues
- Late arriving to collect your child/ren.

You can call the School Office for more general enquiries as well but you might find it easier send an email.

Meetings

If you would like to schedule a meeting with a member of Staff, please email admin@olga.towerhamlets.sch.uk or call the School to book an appointment. We try to schedule all meetings within five working days of the request.

While teachers are available at the beginning or end of the School day if you need to speak to them urgently, 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 well-being.

Who should I contact?

If you have questions or would like to speak to a member of Staff:

Email the School Office via admin@olga.towerhamlets.sch.uk or call on 020 8981 7127

Members of Staff and the Senior Leadership Team are also on the playground at the start and end of the day for you to speak to.

Remember: Check our School website first as much of the information you need is posted there.

Who should I contact/meet with?

I have a question about.....	Who you need to talk to.....
My child's learning/class activities/lessons/homework/trips	Your child's class teacher
My child's well being/pastoral support	Your child's class teacher
Payments	School office
Attendance absence	School office
Behaviour	Your child's class teacher/senior leadership team
Safeguarding concern	Your child's class teacher, or safeguarding lead: Emily Wright Lisa Bradley Jones Alice Mentlak Jasmine Kodi Email: safeguarding@olga.towerhamlets.sch.uk
SEND	Your child's class teacher/Assistant head for inclusion Rebecca Adams.
Before and after school clubs	School office
Catering/meals	School office

4._____What If Communication Breaks Down

Please see the home/school agreement for further details regarding communication and behaviour on school premises.

Please use the Complaints Policy, on the school website, to follow up any issues and/or situations you feel have not been dealt with effectively.

- Contact the Department for Education (DfE) Schools Complaint Unit on 0370 000 2288
- If your concern relates to safeguarding then you can escalate to the Local Authority Safeguarding Officer, Sharifa Chowdhury, email: sharifa.chowdhury@towerhamlets.gov.uk
- The School may need to ban a family member from the premises for the following reasons:
 - Physical aggression towards Staff, Parents/Carers or children on the premises.
 - Verbal aggression towards Staff, Parents/Carers or children on the premises or the phone.

5._____Accessing Information

In accordance with an individual's right of access under the GDPR, personal information (such as educational records), confirmation of data processing, and other supplementary information will be shared with individuals who request access.

The procedure below will be followed in terms of Subject Access Requests (SARs):

- The requests can be made in writing to the School, and will be responded to within one month of receipt. In more complex cases or where information has to be retrieved from archives, more time may be required and an administrative charge may be payable. In such cases the School will communicate to the requestor within one month about any additional time requirements and/or charges.
- A child, or the Parent/Carer of a child, will have the right to access the information that the School holds about the child in question.
- Individuals have the right to access their personal data free of charge.
- Where requests are manifestly unfounded or excessive, a reasonable charge for the administrative costs of providing the information will be applied, or the request will be refused.
- If any request is refused, the individual will be informed of their right to complain to the supervisory authority and to a judicial remedy without delay within one month.
- In line with the Freedom of Information Act 2000, private data and public records can potentially be accessed through lodging a Freedom of Information Act (FOI) request.

The procedure below will be followed in terms of FOI requests:

- The requests will be made in writing to the School, stating the name and address of the requester, as well as a description of the information requested.

- Successful FOI requests will be responded to within 20 working days from receipt of the request, unless the request does not comply with the procedure set out in the school's Freedom of Information Policy.
- The School retains the right to charge a fee, in order for it to comply with the FOI, that would cover the cost of physical redaction, locating, retrieving and extraction of information. The fee would be in accordance with work that needs to be carried out to comply with the request. If the likely cost of the work is greater than £450 then the request will be refused.
- Certain information will not be shared, such as that explained in Part 2 of the Freedom of Information Act 2000.

6. Monitoring & Review

The Headteacher monitors the implementation of this Policy and will review the Policy every two years. The Policy will be approved by the Governing Body.

7. Links With Other Policies

This Policy should be read alongside our Policies on:

- Online Policy and Internet Acceptable Use
- Home/school agreement
- Staff Code of Conduct
- Complaints Policy
- GDPR Policy