

# Home-Academy Communication policy



**The Queen Elizabeth  
Academy**

#### Review Date

1<sup>st</sup> April 2025

#### Ratified

9<sup>th</sup> April 2025

by Ann Webb, Chair of Governors

#### Next Review Date

31<sup>st</sup> March 2026

#### Responsible Colleagues

Neil Harding, Principal

# Our Vision



## Transforming Lives of our learners

We seek to ensure that all our learners receive a high-quality education from expert staff and aspire to achieve the best they possibly can, no matter their background or ability. Our learners have safe, supportive learning environments in which they develop, grow, and challenge themselves. We are determined that our learners will receive the very best enrichment and opportunities to help them reach their full potential and ensure they are prepared for the future, wherever it might take them.



## Transforming Lives of our colleagues

Our colleagues are supported with the very best professional development through our innovative ATT institute, allowing them to stay focused on learning and developing as practitioners whilst they progress in their careers. We share the very best practice across our community of academies to help build systems and processes that really work.



## Transforming Lives in the communities we serve

We are committed to actively engaging with and addressing inequality in our local areas. We understand that every one of our academies and their diverse communities are different, so we aim to build a supportive, collaborative, and nurturing relationship with each whilst sharing our key values across our Trust.

**Commitment  
to Education**

**Transparency  
and Integrity**

**Innovation and  
Improvement**

**Dedication to  
Inclusivity**

# Our Values

## Commitment to Education

Our core purpose is to positively impact the lives of all our learners. Education will always be at the heart of everything we do.

## Transparency and Integrity

We are proud of our success whilst being open and honest about our areas for improvement. Our actions are always ethical and in the best interests of all our stakeholders.

## Innovation and Improvement

We are committed to innovative education- always moving forward and never standing still. Our learners are ambitious and prepared for a future that is constantly changing and developing.

## Dedication to Inclusivity

Our learners are all different and all important to us. We aspire to support, challenge, and help each one of them reach their full potential, regardless of their background or level of ability.

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# 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 and expectations 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 and responsibilities

### 2.1 Principal

The Principal is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

### 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)

Staff will **aim** to respond to communication during core school hours 8am to 3.05pm, or their working hours (if they work part-time). In line with promoting staff well-being and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so.

Copies of our ICT and internet acceptable use policies can be found here [Policies & Information - The Queen Elizabeth Academy](#)

### 2.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times, verbal and written abuse will not be tolerated.
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct.

Parents should **not** expect staff to respond to their communication outside of core school hours 8am to 3.15pm, or during school holidays.

## 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.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### 3.1 Email

We use email to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests

### 3.2 Text messages

We will text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Daily absences

### 3.3 School calendar

Our school website/newsletter/etc. includes a full school calendar for the academic year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

### 3.4 Phone calls

Staff will phone the 1<sup>st</sup> priority then the 2<sup>nd</sup> and so on in the event of needing to speak to someone regarding your son/daughter.

### 3.5 Letters

We will send letters via email for the following:

- Letters about trips and visits
- Consent forms
- Our weekly newsletter

### 3.6 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports which detail attendance and progress
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.7 Meetings

Years 7 & 11 have two parents' evenings per year and years 8,9 & 10 have one per year. During these meetings, parents 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 to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

### 3.8 School website

Key information about the school is posted on our 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 website before contacting the school.

### 3.9 Home-academy communications app

School will continue to use the My Child at School app (MCAS) to contact parents via announcements, email or text.

## 4 | How parents and carers can communicate with the school

Parents should 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. **Please do not use the MCAS app to communicate with TQEA.**

### 4.1 Email

Parents should always email the school, or the appropriate contact email address, about non-urgent issues in the first instance using the appropriate email address for their student year group.

- [TQE-Year7@attrust.org.uk](mailto:TQE-Year7@attrust.org.uk)
- [TQE-Year8@attrust.org.uk](mailto:TQE-Year8@attrust.org.uk)
- [TQE-Year9@attrust.org.uk](mailto:TQE-Year9@attrust.org.uk)
- [TQE-Year10@attrust.org.uk](mailto:TQE-Year10@attrust.org.uk)
- [TQE-Year11@attrust.org.uk](mailto:TQE-Year11@attrust.org.uk)

We **aim** to acknowledge all emails within 1 working day, and to respond in full (or arrange a meeting or phone call if appropriate) within 2 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

## 4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the appropriate year group email address and the relevant member of staff will contact them within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 3 days of your request.

If the issue is urgent, parents should 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 parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1)

We try to schedule all meetings within 5 working days of the request to discuss

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

# 5 | Accessibility

It is important to us that everyone in our community can communicate easily with the school.

## 5.1 Parents with additional communication needs

We aim to make communications accessible to all. We have taken the following steps to achieve this:

- All whole-school announcements and communications (such as email alerts and newsletters) are made available in multiple formats. The academy will release a weekly newsletter.
- All communications are written as clearly and concisely as possible
- Parents who need help communicating with the school can request reasonable adjustments, such as:
- School announcements and communications in accessible formats
- Sign language interpreters for meetings

Please contact the school office to discuss these.

## 5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English
- Or any other language as required

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the school office to discuss these.

## 6 | Monitoring and review

The Principal monitors the implementation of this policy and will review the policy every year.  
The policy will be approved by the governing board.

## 7 | Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Complaints
- Home-school agreement

All policies can be found here [Policies & Information - The Queen Elizabeth Academy](#)

## Appendix 1: school contact list

### 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:

- Email the relevant address in the first instance (see below)

**Remember:** check our website first, much of the information you need is posted there.

We try to respond to all emails within 24 hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's class teacher/subject teacher
My child's wellbeing/pastoral support	Relevant email for their year group. <a href="mailto:tqe-year7@attrust.org.uk">tqe-year7@attrust.org.uk</a> <a href="mailto:tqe-year8@attrust.org.uk">tqe-year8@attrust.org.uk</a> <a href="mailto:tqe-year9@attrust.org.uk">tqe-year9@attrust.org.uk</a> <a href="mailto:tqe-year10@attrust.org.uk">tqe-year10@attrust.org.uk</a> <a href="mailto:tqe-year11@attrust.org.uk">tqe-year11@attrust.org.uk</a>
Payments	<a href="mailto:Julie.selby@attrust.org.uk">Julie.selby@attrust.org.uk</a>
School trips	<a href="mailto:Julie.selby@attrust.org.uk">Julie.selby@attrust.org.uk</a>
Uniform/lost and found	Reception-tqe@attrust.org.uk
Attendance and absence requests	If you need to report your child's absence, call: 01827 737714 or email <a href="mailto:tqe-attendance@attrust.org.uk">tqe-attendance@attrust.org.uk</a> If you want to request approval for term-time absence, contact the email address above
Bullying and behaviour	Relevant email for their year group – see above
School events/the school calendar	<a href="mailto:Julie.selby@attrust.org.uk">Julie.selby@attrust.org.uk</a>
Special educational needs (SEND/CO)	<a href="mailto:Sophie.Power@attrust.org.uk">Sophie.Power@attrust.org.uk</a> <a href="mailto:Shiv.Ressel@attrust.org.uk">Shiv.Ressel@attrust.org.uk</a>

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Before and after-school clubs	Reception-tqe@attrust.org.uk

### Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

Our complaints policy can be found at [Policies & Information - The Queen Elizabeth Academy](#)