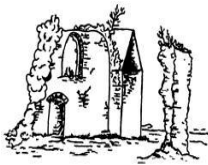


# The Priory Catholic Voluntary Academy

Part of the Saint Ralph Sherwin Catholic Multi Academy Trust



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**Headteacher:** Mr Anthony Harrison MA

## Home – School Communication Policy

### Mission Statement

**The Priory: a place to learn, have fun, grow and develop, in the light and love of Christ.**  
**Jesus said: “I am the vine; you are the branches” (John 15:5)**

### Catholicity

Our religious beliefs coined within Catholic social teaching are central to the provision throughout the whole school; and the foundation on which the ethos of the school is built. Every person is recognised as a unique creation of God; it is the intention of every member of staff, for each child to be assisted in every way possible, to achieve his or her potential in all the fields which make up the whole human person: the academic, social, moral, physical, and spiritual.

As Jesus taught through his actions and words, everyone has the right to be treated equally –with dignity and respect. All who work and learn here do so in the knowledge that God created us as unique individuals where our differences; whether of disability, gender, gender reassignment, pregnancy, race, religion or belief, sex and sexual orientation and age, are celebrated as part of the wonderfully created world in which we live.

Our attitudes are Gospel led and every opportunity is taken to refer to behaviour norms which are seen as desirable, and which epitomize those which are fostered by the Gospel teachings. This is especially the case in the ways in which we respect and relate to others through:

- valuing, respecting, and promoting the rights, responsibilities, and dignity of individuals within all our professional activities and relationships
- all members of staff feel valued, well trained, and able to perform their professional duties free from undue and damaging stress
- ensuring the equality of educational opportunity based on merit; irrespective of background, beliefs and socio-economic contexts.

As a worshipping community, we appreciate the importance of prayer in our daily lives and try to present as many opportunities as possible to participate in this intrinsic part of our Catholic Faith. It is from this action and acknowledgement of our faith that we are impelled to share our resources –the school and parish community undertake a great deal of charity work, supporting the global family of God on a local, national, and world-wide basis.

## **Rationale**

Communication between home and school is vital for good communication and for the wellbeing of pupils, parents, carers and staff.

This policy sets out how communication will be managed to make sure it is productive.

In addition to parents' evenings and usual school events, there may be occasions when parents or carers wish to communicate with the school directly with questions or information related to their child.

To make sure that this is effective these principles will be applied.

If an emergency arises, it is important that you contact us as soon as possible and explain what has or is happening.

## **Our commitment as a school**

### **We will:**

- ensure that there is regular, proactive communication about your child's achievement and wellbeing
- respond to emails, phone calls or requests for meetings usually within three working days
- act as efficiently as possible if there is an urgent matter (Office Staff will ask an appropriate member of staff to deal with the issue as soon as is practicably possible)
- always display polite, professional conduct
- acknowledge receipt of an email – and confirm that a fuller response will be sent within four to five working days.

## **Our expectations of parents and carers**

### **You will:**

- ensure that any communication with the school, whether by email or telephone, is polite and respectful
- make use of information channels in place, such as the school website, for keeping up to date with routine information
- give an outline of what the issue is, to make sure the query is directed to the right person
- use the school mailbox or main reception telephone number as first point of contact (Office Staff will forward your request to the appropriate staff member)
- ensure your emails are brief and clear
- refrain from sending multiple emails regarding the same query
- limit the number of people you send an email to regarding a query
- understand that a teacher or member of staff may be unable to respond on the same day on which a query is made
- understand that teachers or other school staff will not respond outside of school hours (which are 8am to 5.30pm) or during evenings or at weekends and school holidays.
- use any school social media channels appropriately and any personal social media in a way that is not defamatory or abusive.

If there is an in-person meeting, everyone must show mutual respect. The meeting will focus on resolving the issues that are relevant to that family or pupil.

No offensive language, insults or personal attacks on school staff will be tolerated. If any such incidents occur, the meeting or telephone call can be terminated with immediate effect.

The constraints on school resources make it essential that parents and carers use authorised school procedures to avoid diverting time and attention that must be invested directly in pupils' learning and wellbeing.

Please note that unreasonable, abusive or offensive communication is unacceptable, and the school reserves the right to address any such problems as they feel are appropriate. This can include restricting correspondence to a specified email address, using a single person as a point of contact or using hard copy post and/or by placing restrictions on phone calls. Parents and carers do have an implied licence to enter a school site, but in cases where behaviour is inappropriate, threatening or argumentative, this licence can be revoked.

If a response has been given to a query, unless matters change, further responses will not be sent.

Our aim is to ensure that all communications and discussions about pupils and their families are positive and move matters forward in a mutually respectful manner.

This policy was developed and ratified by the governing body during the spring term 2019.

It was reviewed by the governing body during the spring term 2022 and 2025.

Next Review: Spring 2028