



**Argyle**  
Primary  
School

# **Home-School Communication Policy & Parent Code of Conduct 2025-27**

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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 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 Headteacher

The headteacher is responsible for:

- › Ensuring that communications with parents are effective, timely and appropriate
- › 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 not** respond to communications outside of school hours 8 am – 5 pm, or their working hours (if they work part-time), or during school holidays.

This policy should be read alongside our Home School Agreement and Social Media Policy- both of which are available on the school website:

[www.argyle.camden.sch.uk](http://www.argyle.camden.sch.uk)

## 2.3 Parents

Parents are responsible for:

- › Ensuring that the school has correct contact details at all times
- › 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
- › 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 – See appendix 1.

## 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 ParentHub APP/Email

All parents are requested to download the ParentHub App and register. This enables us to send messages directly to parents via the App. If parents do not download the App they will only be sent messages via their given email address.

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

- › Changes to school routines
- › Upcoming school events or educational visits
- › Important communications from the local authority or DFE
- › Scheduled school closures (for example, for staff training days)
- › School surveys or consultations
- › Class activities or teacher requests
- › Their child's attendance

We also use ParentHub to circulate our School Newsletter (which we are producing weekly whilst Covid 19 measures prevent parents from entering the school building).

Direct messages can also be sent, via ParentHub, to individual parents in order to celebrate children's achievements.

### 3.2 Text messages

We will text parents about:

- › Overdue payments for educational visits, dinner moneys etc.
- › Short-notice changes to the school day
- › Emergency school closures (for instance, due to bad weather,)

- › Other important reminders

### **3.3 School newsletter**

We produce a weekly newsletter which is circulated each Friday via ParentHub and added to the school website. The newsletter aims to give a flavour of each school week and to encourage effort by celebrating achievements in school and at home. The newsletter also gives parents notice of upcoming events.

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).

### **3.4 Phone calls**

The school uses phone calls home to support positive communication when it feels that parents need/will benefit from specific information relating directly to their child as well as for routine attendance checks when a parent has not made contact about their child's absence.

We will call home if a child has a head injury or any injury that we feel requires more than a medical slip at the end of the day.

Teachers or members of the senior leadership team may call home in order to discuss concerns about a child's wellbeing, behaviour or learning or to simply advise parents about a particular in-school incident.

During any periods of school closure, a member of staff will call each family at least once a week to check on wellbeing, learning and to offer advice and support.

### **3.5 Letters**

We send the following letters home regularly:

- › Letters about trips and visits
- › Letters about dinner moneys, moneys owed, etc.
- › Consent forms
- › Attendance updates
- › Information from Camden, from the school nursing team or from the DFE

On occasions we will also send home letters if we have particular concerns (about behaviour, learning or attendance) that we feel need to be recorded in writing.

If a parent sends a letter to the school they will receive a written response in letter form.

### **3.6 Homework books/Google Classroom**

Children's homework books contain information about what homework is expected. The homework book will be marked and all spelling tests will be recorded in the homework book so that parents can see results.

Google Classroom also contains important information about Home Learning as well as regular 'Glimpses into the classroom'

### **3.7 Reports**

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

- › An end-of-year written report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- › Termly progress reports (verbal- at parents' progress meetings)
- › A report on KS1 and KS2 SATs tests

### 3.8 Meetings

We hold three parents' evening(s) 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. If a parent is not able to attend parents' evening, they may request a phone call from the teacher.

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.

### 3.9 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.

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

Please use the list in appendix 2 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

### 4.1 Email

Parents should email the school office about non-urgent issues in the first instance. They should be clear about who their query is for and, if applicable, what actions they would like to happen.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days. If the matter is more complex we may indicate that we will respond in full within 10 working days (or in the case of a formal complaint, within 20)

Parents should expect their matter to be responded to by a phone call (or conversation at the end of the school day) from their child's classteacher or a phone call or email from the office or a member of the senior leadership team. **Please note that teachers will not enter into email correspondence with parents.**

If a query or concern is urgent, and you need a response sooner than this, please call the school office and be prepared to explain your issue to the admin team or request a call back from a member of the senior leadership team.

### 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 3 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 5 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
- › Changes to the routine/permissions for the collection of children

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 admin team or call the school to book an appointment.

We try to schedule all meetings within 5 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 wellbeing.

## **5. Inclusion**

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

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

- › English

Parents who need help communicating with the school should try to arrange a family member or friend who can support but may, if this is difficult, request the following support:

- › 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 headteacher monitors the implementation of this policy and will review the policy every two years. 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
- › Home-School Agreement
- › Staff code of conduct
- › Complaints

# Appendix 1: Parent Code of Conduct

## 1. Purpose and scope

At Argyle Primary School, we believe it's important to:

- › Work in partnership with parents to support their child's learning
- › Create a safe, respectful and inclusive environment for pupils, staff and parents
- › Model appropriate behaviour for our pupils at all times

To help us do this, we set clear expectations and guidelines on behaviour for all members of our community. This includes staff (through the staff code of conduct) and pupils (through our behaviour policy).

This code of conduct aims to help the school work together with parents by setting guidelines on appropriate behaviour.

We use the term 'parents' to refer to:

- › Anyone with parental responsibility for a pupil
- › Anyone caring for a child (such as grandparents or child-minders)

## 2. Our expectations of parents and carers

We expect parents, carers and other visitors to:

- › Respect the ethos, vision and values of our school
- › Work together with staff in the best interests of our pupils
- › Treat all members of the school community with respect – setting a good example with speech and behaviour
- › Seek a peaceful solution to all issues
- › Correct their own child's behaviour (or those in their care), particularly in public, where it could lead to conflict, aggression or unsafe conduct
- › Approach the right member of school staff to help resolve any issues of concern

## 3. Behaviour that will not be tolerated

- › Disrupting, or threatening to disrupt, school operations (including events on the school grounds and sports team matches)
- › Swearing, or using offensive language
- › Displaying a temper, or shouting at members of staff, pupils or other parents
- › Threatening another member of the school community
- › Sending abusive messages to another member of the school community, including via text, email or social media
- › Posting defamatory, offensive or derogatory comments about the school, its staff or any member of its community, on social media platforms
- › Use of physical punishment against your child while on school premises
- › Any aggressive behaviour (including verbally or in writing) towards another child or adult
- › Disciplining another person's child – please bring any behaviour incidents to a member of staff's attention
- › Smoking or drinking alcohol on the school premises (unless alcohol has been allowed at a specific event)
- › Possessing or taking drugs (including legal highs)
- › Bringing dogs onto the school premises (other than guide dogs)
- › Spitting

## 4. Breaching the code of conduct

If the school suspects, or becomes aware, that a parent has breached the code of conduct, the school will gather information from those involved and speak to the parent about the incident.

Depending on the nature of the incident, the school may then:

- Send a warning letter to the parent
- Invite the parent in to school to meet with a senior member of staff or the headteacher
- Contact the appropriate authorities (in cases of criminal behaviour)
- Seek advice from Camden Learning's legal team as to whether any further action is necessary (in cases of conduct that may be libellous or slanderous)
- Ban the parent from the school site

The school will always respond to an incident in a proportional way. The final decision for how to respond to breaches of the code of conduct rests with the headteacher.

The headteacher will consult the chair of governors before banning a parent from the school site.

## Appendix 2: school contact list

### Who should I contact?

Out office team ([admin@argyle.camden.sch.uk](mailto:admin@argyle.camden.sch.uk), 0207 8374590) is always willing to help you and if you are uncertain who to talk to please do not hesitate to contact the office who will be able to advise and arrange contact with the most appropriate member of staff. The table below may support you further in knowing who to talk to.

| I HAVE A QUESTION ABOUT...                            | WHO YOU NEED TO TALK TO   |
|---|---|
| Child Protection/Safeguarding                         | Headteacher and Designated Safeguarding lead - Ms Jemima Wade or, in Ms Wade's absence:<br>Deputy designated Safeguarding Leads:<br>Ms Bernadette Mukasa<br>Ms Reena Merali   |
| My child's learning/class activities/lessons/homework | Your child's class teacher  |
| My child's wellbeing/pastoral support                 | Your child's classteacher or Phase Leader:<br>EYFS and KS1 – Ms Reena Merali<br>KS2 -Mr Rubel Uddin<br>If you feel the concern is more serious/confidential<br>Ms Jemima Wade |
| A medical need or injury                              | School office. Ongoing medical needs will be referred to Ms Kareen Baker and Ms Bernadette  |

| I HAVE A QUESTION ABOUT...  | WHO YOU NEED TO TALK TO  |
|---|--|
|   | Mukasa   |
| Payments  | School office<br>Or Finance Officer -Ms Kareen Baker   |
| School trips  | School office or Ms Ferdousi Hussein Or Ms Sumaya Begum  |
| Uniform/lost and found  | School office team or classteacher/TA  |
| Attendance and absence requests                                   | If you need to report your child's absence, call: the office on 0207 837 4590 before 9.30 am<br><br>If you want to request approval for term-time absence, complete a 'Request for leave' form and submit to the office. |
| Bullying and behaviour  | Your child's class teacher or<br>Phase leader<br>EYFS and KS1 – Ms Reena Merali<br>KS2 -Mr Rubel Uddin   |
| School events/the school calendar                                 | School office  |
| Special educational needs   | SENDCO -Ms Bernadette Mukasa   |
| Before and after-school clubs                                     | School office  |
| Hiring the school premises  | School office  |
| The governing board   | Chair of Governors – markchesher@gmail.com   |
| Catering/meals  | School office  |
| Any concern that you do not feel has been appropriately addressed | Headteacher -Ms Jemima Wade  |

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available from our school office or website.