





## Wallop Primary School Home-School Communication Policy

Produced By:	K. Simons Headteacher
Approved for School: Headteacher: K Simons Date: 17/03/2026	
Approved by Governing Body: Chair/Deputy Chair: J Hannan Date: 17/03/2026	

At Wallop Primary, we believe that children thrive when home and school work together as partners. This policy aims to build a positive, supportive bridge between us, ensuring that communication is clear, efficient and helpful.

We believe that clear, open communication has a positive impact on learning. We don't just want to talk when there is a concern; we want to celebrate the successes too!

- We share both achievements and areas where a child may need extra support to help you feel fully connected to the classroom.
- While digital communication is efficient, we believe phone calls or face-to-face chats are often better for building relationships and avoiding misunderstandings.
- We aim to keep every conversation to the interests and voice of the child at its heart.

### How we share news with you:

We use several methods to keep you informed about your child's education and school life:

- Arbor Emails: This is our primary tool for day-to-day updates, reminders, and important letters.
- The Newsletter: A newsletter written by the Headteacher, sent via Arbor every other week and posted on our school website.
- Curriculum Leaflets: Every half-term, we share a leaflet detailing what your child will be learning, helping you support them at home.
- School website & calendar: Key information, including term dates and a calendar of events, is maintained on our website.
- Formal progress updates: We provide two parents' evening appointments each year and one formal written report summarising your child's progress.

### How you can get in touch with school:

To ensure your query or information is shared with the right person, we use a triage approach through our school office.

- For all enquiries or to request a meeting, please email [adminoffice@wallop.hants.sch.uk](mailto:adminoffice@wallop.hants.sch.uk)



Why the Office? Our teachers are focused on teaching during the day and will not see direct emails. By contacting the office, we can ensure your message is prioritized and reaches the appropriate staff member.

- Parents should not email teachers directly. Teachers will only communicate via phone, in person, or through Arbor, never via personal or individual school email accounts.
- You are welcome to catch teachers at the school gate at the end of the day for quick, informal updates but please remember, they often have staff meetings after school so if a longer conversation is needed, please book an appointment where possible.
- If you would like to speak to the headteacher or SENDCO, please make an appointment via the school office or to request a phone call.

We aim to be as responsive as possible while supporting the wellbeing of our staff. We aim to respond to all communication within 5 school days, but will try to get back to you as quickly as we can. Staff are not expected to respond to communications outside of school hours (8:30 am - 5:00 pm, Monday to Friday) or during school holidays. We are committed to a supportive environment. Abusive or aggressive behaviour, whether in person, by phone, or email, will not be tolerated, and the school will not respond to such communications.

It is important that everyone in our community can communicate easily with us. If you require information in a different format or need an interpreter for a meeting, please contact the office.

This policy should be read alongside the following, which are available on our school website:

- Admissions Policy
- Attendance Policy
- Accessibility Plan
- SEN policy and information report
- ICT and Internet Acceptable Use Policy
- Complaints policy

<b>Date of review:</b> March 2026	<b>Date of implementation:</b> March 2026
<b>Next review due:</b> January 2029	<b>Reviewing Committee:</b> FGB