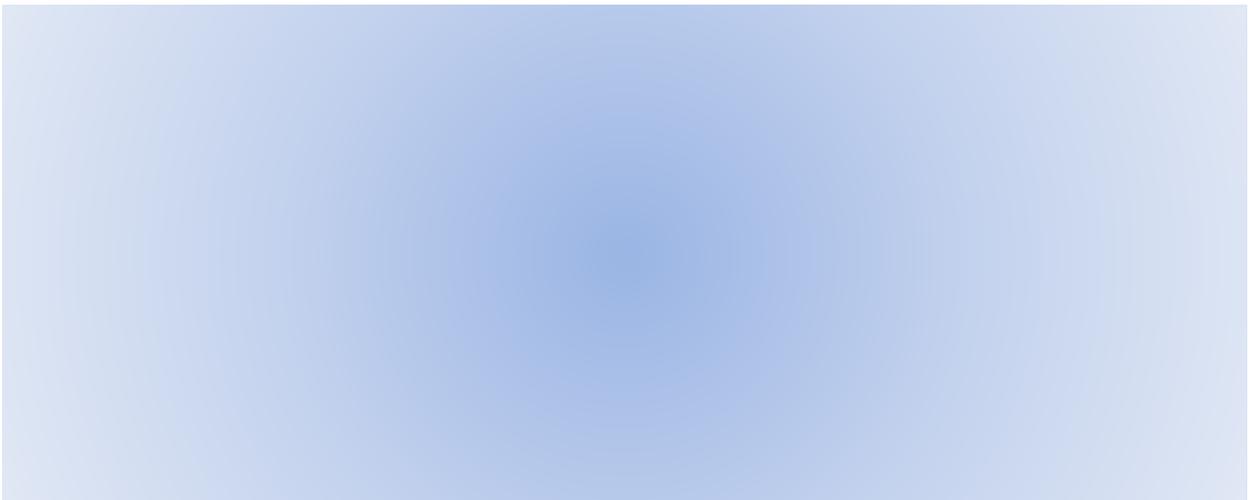




# Hardwick and Cambourne Community Primary School

## Home–School Communication Policy

Date approved: Autumn 2025  
Next Planned Review: Autumn 2027



## **Safeguarding Statement**

At Hardwick and Cambourne Community Primary School we respect and value all children and are committed to providing a caring, friendly and safe environment for all our pupils so they can learn, in a relaxed and secure atmosphere. We believe every pupil should be able to participate in all school activities in an enjoyable and safe environment and be protected from harm. This is the responsibility of every adult employed by, or invited to deliver services at Hardwick and Cambourne Community Primary School. We recognise our responsibility to safeguard all who access school and promote the welfare of all our pupils by protecting them from physical, sexual and emotional abuse, neglect and bullying.

## 1. Introduction and aims

We believe at Hardwick and Cambourne Community Primary School (HCCPS) 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 an appropriate 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 Governors

The Governing Body are responsible for:

- > regularly reviewing this policy.

### 2.2 The Headteacher

The Headteacher is responsible for:

- > ensuring that communications with parents are effective, timely and appropriate

### 2.3 Staff

All staff are responsible for:

- > responding to communication from parents in line with this policy and the school's acceptable use policy
- > working with other members of staff to make sure parents get timely information (if they cannot address a query or find the information themselves).

Staff **will not** respond to communications:

- > outside of school hours 08.30 – 17.00 (unless they choose to do so);
- > outside of their working hours (if they work part-time);
- > during school holidays.

### 2.4 Parents

Parents are responsible for:

- > 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 (see Appendix A – flowchart of lines of communication)
- > responding to communications from the school (such as requests for meetings) in a timely manner
- > reading and 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, which can be found on our school website.

### **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 the following regularly to make sure they do not miss important communications or announcements that may affect their child.

#### **3.1 Written / Email Communication**

We regularly communicate with parents through:

- > A regularly updated school website, which includes calendar dates for the term
- > Updates on the schools Facebook page (Official Hardwick and Cambourne Community Primary School Page), when appropriate.
- > Monthly newsletter, sent out via email, hard copies and on the website
- > Short notes on email giving reminders of key events and class/year group/group specific information
- > Regular articles in local magazines about pupils' activities and achievements
- > End-of-year report covering achievement, progress and attendance.
- > Curriculum topic maps which share what the children are learning each term/half term
- > Welcome meetings at the beginning of each academic year

#### **3.2 Day-to-day communication**

For daily communication, face-to-face contact is much preferred and a dialogue between staff and parents often clarifies information. If this is not possible, please contact the school office to ask the teacher to contact you by phone or by email.

The beginning of a day is a busy time for teachers, as they are preparing to teach, so they are only available for messages to be passed on to. Class teachers are available at the end of the school day for short, informal conversations such as queries about trips, homework etc. If you need anything clarifying or need more time, then please book an appointment. The teacher will be able to suggest a time (normally after 3.30pm) within the next few days.

Some questions can easily be answered by our office staff or by looking on our website, which is regularly updated. Please also have a look at our lines of communication flowchart (Appendix A) to see who would be best to answer your query in the first instance.

### 3.3 Meetings

We hold 2 parents' evenings 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. Likewise, if parents have any concerns about their child's progress or any other concerns, it is better that they let the school know this sooner rather than later so that actions can be put in place straight away.

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

## 4. Absence and emergency communication

If your child is unwell, please inform us by telephone or email as soon as possible on the first morning of the absence, explaining the reason for absence and expected day of return.

If your child is feeling unwell, sick at school or has hurt themselves badly, especially bangs to the head, we will contact you immediately, so up to date contact details, kept in the school office, are vital.

If the school has to close due to snow or another unexpected emergency, then Email, a message on the school website and Facebook will be used to disseminate this information.

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

### 5.1 Email

Parents should always send an email about non-urgent issues to the school office in the first instance – this will then be forwarded to the appropriate member of staff to respond to.

We aim to acknowledge all emails, where necessary, within 1 school day, and to respond in full (or arrange a meeting or phone call), if appropriate, within 3 school days.

If a query or concern is urgent and you need a response sooner than this please call the school.

### 5.2 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 school 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.

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- > family emergencies
- > safeguarding or welfare issues.

### 5.3 Meetings

If you would like to schedule a meeting with a member of staff, please email the school office or call the school to book an appointment.

We try to schedule all meetings within 3 school 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. Concerns

A concern may be defined as *'an expression of worry or doubt over an issue considered to be important for which reassurances are sought'*.

If you have a concern, it should normally be possible to find a satisfactory conclusion through informal talks.

Appendix A indicates who you initially need to talk to regarding any concerns you have.

In the first instance, you should book an appointment with this person. This meeting will often be a discussion and there may be a need for further investigation or a follow up meeting. A short email explaining the main issue is usually better than a detailed account at this point.

If you feel that the matter has not been resolved after time and/or discussion with that initial person please see the appropriate campus flow chart to see next steps of who to contact.

At no stage in the process, should a parent approach individual governors to raise concerns. They have no power to act on an individual basis.

## 6. Complaints

The Governing Body uses the Local Government Ombudsman definition of complaint, which is *'an expression of dissatisfaction however made, about actions taken or a lack of action'*.

If a concern has not been resolved by the process described above, and the situation becomes more formal, then it is considered to be a complaint. Please see the Complaints Procedure for further guidance which you will find on our school website. This explains clearly how to proceed with a complaint.

# Cambourne Parent/Carer Communication Flowchart

## Safeguarding

If you are concerned about the safety or welfare of a child...  
 Phone or email the school office and ask to speak with a safeguarding lead  
 01954 210070 [blue@hardwick.cambs.sch.uk](mailto:blue@hardwick.cambs.sch.uk)  
 If you have an urgent concern where a child is at risk of significant harm, contact Cambridgeshire's children's social care on: 0345 045 5203  
[Link to children's social care website](#)

## General school enquiries

For general enquiries about - school events / information/ changes to usual school day - reporting an absence - attendance queries - payment queries - medication/injuries/ appointments - school meals - school trips please check our website in the first instance or call/email the school office  
 01954 210070  
[blue@hardwick.cambs.sch.uk](mailto:blue@hardwick.cambs.sch.uk)

## Pupil Behaviour

If you are concerned about the behaviour or your child or another child in school...

### Class Teacher

Please raise the concern with the class teacher in the first instance

Phase leader  
 If unresolved, please contact the Phase leader Lisa Jones (reception), Lottie Galloway (KS1) and Georgla Boyle (KS2) via the school office

Head of Campus  
 If unresolved, please contact the Head of Campus, Sam Pritchard via the school office

Head Teacher  
 If still unresolved, make an appointment to see the Head Teacher, Cate Thompson,

## SEND

If you have a query about special education needs or disabilities...

Class Teacher  
 Please speak with your child's class teacher in the first instance

SENDCo  
 If you feel the class teacher is unable to help, please contact Lisa Eadon (SENDCo) by emailing the office on [blue@hardwick.cambs.sch.uk](mailto:blue@hardwick.cambs.sch.uk) FAO SENDCo

## Teaching and Learning

If you have a query about your child's learning or any aspect of the curriculum...

Class Teacher  
 Please raise the concern with the class teacher in the first instance

Curriculum leads  
 If unresolved, contact the relevant curriculum lead:  
 English: Hannah Emery  
 Maths: Lottie Galloway  
 Other subjects: Nicole Swann

Phase leader  
 If unresolved, please contact the Phase leader Lisa Jones (reception), Lottie Galloway (KS1) and Georgla Boyle (KS2)

Head of Campus/  
 Head Teacher  
 Please make an appointment should you need further information/support regarding your query

## Pastoral Care

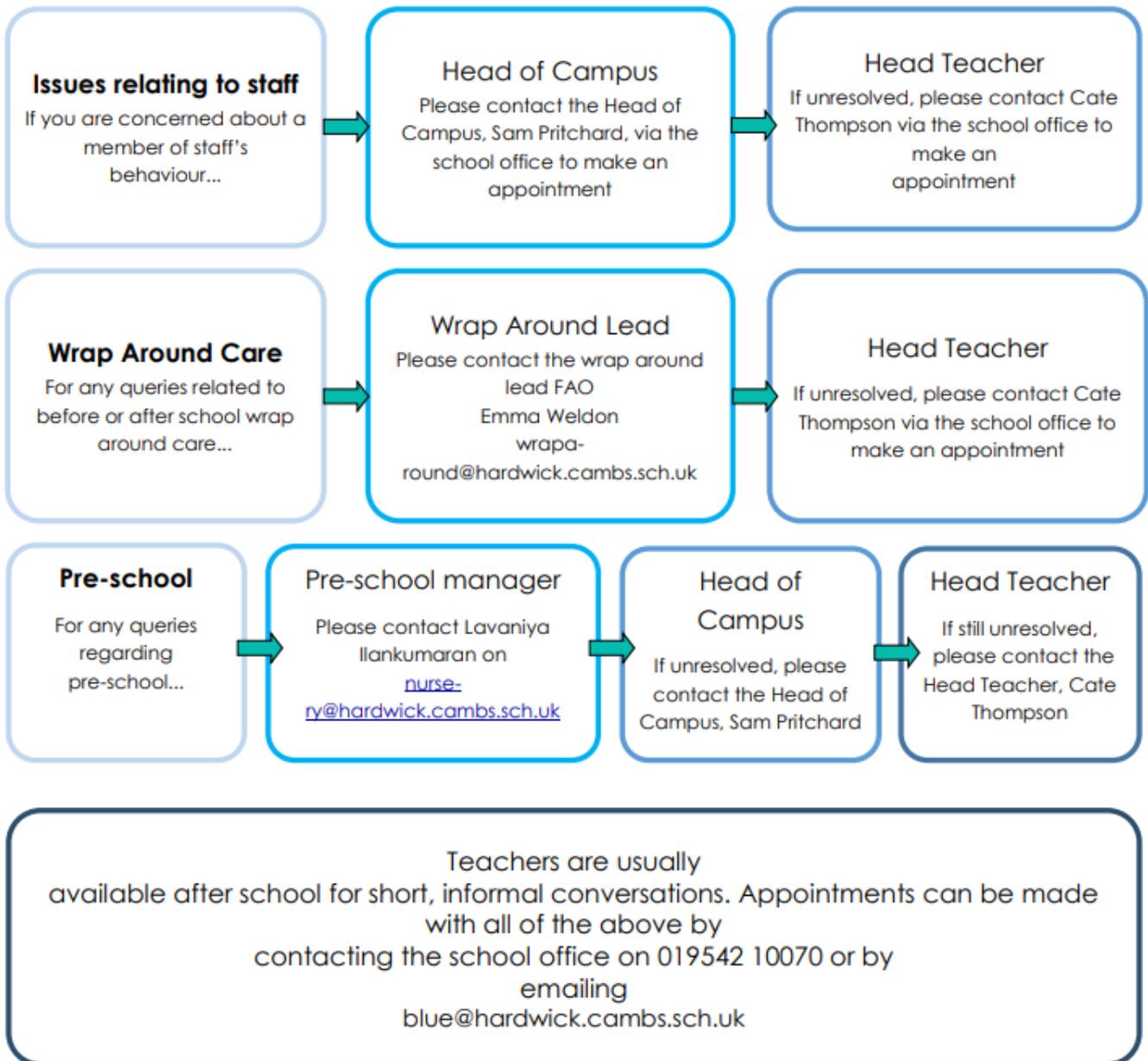
If you need to share information or require advice or support for your child's emotional wellbeing or any personal problems they may be experiencing at home/school...

Class Teacher  
 Please raise the concern with the class teacher in the first instance

Mental Health Lead  
 If unresolved or further support needed, please contact the mental health lead (Sam Pritchard) via the school office

Referral to GP/  
 MHST  
 If needed, you can go to your child's GP or self-refer to the mental health support team:  
[Link to MHST referral](#)  
 For a mental health crisis, contact 111, selecting the mental health option

## Cambourne Parent/Carer Communication Flowchart cont.





## Hardwick Parent/Carer Communication Flowchart



### Safeguarding

If you are concerned about the safety or welfare of a child...  
 Phone or email the school office and ask to speak with a safeguarding lead  
 01954 210070 office@hardwick.cambs.sch.uk  
 If you have an urgent concern where a child is at risk of significant harm, contact Cambridgeshire's children's social care on: 0345 045 5203  
[Link to children's social care website](#)

### General school enquiries

For general enquiries about - school events / information/ changes to usual school day - reporting an absence - attendance queries - payment queries - medication/injuries/ appointments - school meals - school trips please check our website in the first instance or call/email the school office  
 01954 210070  
 office@hardwick.cambs.sch.uk

### Pupil Behaviour

If you are concerned about the behaviour of your child or another child in school...

#### Class Teacher

Please raise the concern with the class teacher in the first instance

#### Head of Campus

If unresolved, please contact the Head of Campus, Nicole Swann via the school office

#### Head Teacher

If still unresolved, make an appointment to see the Head Teacher, Kate Thompson, via the school office

### SEND

If you have a query about special education needs or disabilities...

#### Class Teacher

Please speak with your child's class teacher in the first instance

#### SENDCo

If you feel the class teacher is unable to help, please contact Leila Coe (SENDCo) by emailing the office on office@hardwick.cambs.sch.uk FAO SENDCo

### Teaching and Learning

If you have a query about your child's learning or any aspect of the curriculum...

#### Class Teacher

Please speak with your child's class teacher in the first instance

#### Curriculum leads

If unresolved, contact the relevant curriculum lead:  
 English: Sue Haji  
 Maths: Rachel Renshaw  
 Other subjects: Nicole Swann

#### Head of Campus/ Head Teacher

Please make an appointment should you need further information/support regarding your query

### Pastoral Care

If you need to share information or require advice or support for your child's emotional wellbeing or any personal problems they may be experiencing at home/school...

#### Class Teacher

Please raise the concern with the class teacher in the first instance

#### Mental Health Lead

If unresolved or further support needed, please contact the mental health lead (Nicole Swann) via the school office

#### Referral to GP/ MHST

If needed, you can go to your child's GP or self-refer to the mental health support team:  
[Link to MHST referral](#)  
 For a mental health crisis, contact 111, selecting the mental health option

## Hardwick Parent/Carer Communication Flowchart

