

Home-school communication policy

Europa School UK



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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 Europa School UK Secondary Policy on the communication of emails between Students and Staff, Europa School UK IT Security Policy including filtering, monitoring, user access and passwords, Europa School UK Social Media 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 4pm, or their working hours (if they work part-time). In line with promoting staff wellbeing 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.

- Part Time staff will alert parents to their working days/ hours where possible, this may be via their email signature or auto response or information given at the beginning of the school year.

2.3 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
- 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 4pm Monday to Friday, or during school holidays or on their non-working days.

3. How we communicate with parents and carers

Please refer to the table on the website ([link](#)) for methods of communication. The table explains 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 Table of Communication methods: Appendix 2

3.2 Emergency information

The school will use email via our MIS and notifications on My Child at School (MCAS), Classlist, social media platforms and class reps to disseminate emergency information such as closure due to bad weather.

3.3 School calendar

Our school website includes a full school calendar for the year.

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

Any such event will be included in the school calendar.

3.4 Phone calls

Staff will call parents and carers about behaviour, safeguarding or other urgent matters.

3.5 Trips

- Letters about trips and visits will be sent to parents
- Consent and payment via My Child atSchool (MCAS) app
- Reminders will be found in the newsletters

3.6 Reports & Parents Evenings'

Parents receive regular updates from the school about their child's learning. Exact dates and instructions for booking appointments for parent meetings will be sent by email.

Parents' Evenings

Primary - We hold 2 parents' evenings per year. During these 2 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.

Secondary - We hold 1 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.

YEAR GROUP	REPORTS ISSUED		PARENTS' EVENINGS	
Primary	End of the School Year - on My Child at School		November	March
Secondary reports are published on ManageBac				
S1	March	July	January	
S2	March	July	November	
S3	February	July	December	
S4	January	July	November	
S5	January	MYP Exam results issued August	January	
S6	January	June	March	
S7	January	DP Exam results issued July	November	

3.7 Other Meetings

Primary

SEN - Meetings for children with SEN take place each year with class teachers, this may be in addition to the parents evening or accommodated into the meeting with more time available.

Other - Parents can request further meetings with the class teacher as required.

Secondary

SEN - Parents can request to meet the SENCO at the parents' evenings to discuss children with SEN concerns. They can also request appointments at any time year to discuss urgent matters.

Other - The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing.

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
- Parent handbook

Parents should check the website before contacting the school.

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.

4.1 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

Email response time	
Acknowledgement to email	Within 2 working days*
Response in full (written)	within 7 working days after the acknowledgement*
Response to request for phone call	Within 3 working days*
*for part time staff we mean their working days – please note that 80% of Europa staff are part time so their working days may differ from yours	

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 school office and the relevant member of staff will contact them in line with the table above.

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), or call the school to book an appointment.

We try to schedule all meetings within 10 working days of the request.

While teachers are available at the beginning or end of the school day if parents need to speak to them urgently, we recommend they book appointments to discuss:

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

4.4 Complaints about Staff

- Please see the complaints procedure for information on how to raise concerns and complaints about staff, the principal or governors. This can be found on [our policies page](#) on our website.

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. If you struggle to access information from the school please contact us and we will endeavour to find a solution that works.

5.2 Parents with English as an additional language (EAL)

We currently make whole-school announcements and communications (such as email alerts and newsletters) in English.

Parents who need help communicating with the school can 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 principal monitors the implementation of this policy and will review the policy every 2 years.

The policy will be approved by a member of the governing board.

7. Links with other policies

The policy should be read alongside our policies on:

- Online safety policy
- Parent code of conduct
- Staff code of conduct
- Complaints Procedure
- Home-school agreements
- Staff wellbeing policy
- Social media policy

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 most appropriate address
- Include your child's full name in the subject line

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO		
	Primary	Secondary	
My child's learning/class activities/lessons/homework	Your child's class teachers	Your child's class tutor	
My child's wellbeing/pastoral support	Your child's class teachers	wellbeing@europaschool.uk	
Payments	accounts@europaschool.uk		
School trips	reception@europaschool.uk		
Attendance and absence requests	If you need to report your child's absence, call: 01235524060 or email absence@europaschool.uk If you want to request approval for term-time absence, contact absence@europaschool.uk		
Bullying and behaviour	Your child's class teachers	wellbeing@europaschool.uk	
Escalation emails	dhop@europaschool.uk	S1 - S5 ibmypcoordinator@europaschool.uk	S6 - S7 ibdiplomacoordinator@europaschool.uk
School events/the school calendar	Your child's class teachers	c.cedraro@europaschool.uk	
Special educational needs (SEN)	SENco@europaschool.uk		
After-school Activities	ASA@europaschool.uk		
Hiring the school premises	a.cole-morgan@europaschool.uk		
Governing board	t.stock@europaschool.uk fgbclerk@europaschool.uk		
Catering/meals	r.arevalo@europaschool.uk		

Complaints

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

Appendix 2 - School Communications Table

School Communications Methods

PLATFORM	COMMUNICATIONS	AUDIENCE
Email	<p>Via MCAS or Google mail:</p> <ul style="list-style-type: none"> ● Emergency announcements ● Tailored information for students or general announcements ● Newsletters ● Termly letters from the Principal ● Invitations to parents meetings ● Notification of when reports will be issued ● Upcoming school events inc. trips ● School surveys or consultations ● Class activities or teacher requests ● Payments ● Short-notice changes to the school day 	Parents/ carers Students
My Child at School (Otherwise known as MCAS/ Bromcom)	<p>Reporting Absences Booking ASA activities Timetable (secondary only) Trip payments/ consents Parental Consents Academic calendar Update personal information Reports - Primary only</p>	Parents & carers
Managebac	<p>Report - Secondary Only Secondary Homework Tracking progress in DP & MYP</p>	Parents/ carers & Students
Google Classroom	Homework	Students
Website	<p>Calendar School Policies Newsletters News posts Emergency announcements Curriculum information Admissions information Useful links including the Parent Handbook ASA calendar preview Canteen menus Fundraising updates</p>	Parents/ carers Students Prospective parents/ carers & students
Parent Handbook	<p>School Day Information School Rules Information about SEN & Pupil Premium Curriculum information Equipment requirements Health & safety Information Site access information</p>	Parents/ carers Students

Unofficial Communications Methods

PLATFORM	• COMMUNICATIONS	AUDIENCE
Classlist	PTA information Event announcements Emergency announcements Parents links	Parents/ carers
Parent Whatsapp Groups*	PTA information Some class information from the teachers via class coordinator	Parents/ carers

*See Parents code of conduct for these groups