Parental Communication Policy

The Governors and staff of Lowton Church of England High School are committed to the provision of a high quality education in a Christian context. We aim to provide a school where we can live out our ethos of Caring, Learning and Succeeding on a daily basis. At the heart of the commitment is the notion of the uniqueness and infinite worth of the individual, that every person is valuable in the eyes of God.

This policy has been produced in accordance with the Equality Act 2010 and the Special Education Needs Disability Act 2001, the SEND Code of Practice 2014 and the Children and Families Act 2014. It has been reviewed in accordance with all other school policies and related Acts.

Date effective from	1st September 2026
Date of last review	New policy
Review period	July 2027
Status	
Person responsible	
Version	1 - New Policy

Purpose and Rationale

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives

Contacting the school

Communication by email or phone are the preferred method but we also use SatchelOne, and Scopay.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so. However, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made.

We have also agreed with staff that there is no expectation to respond to queries during their personal time.

Phone calls

Please use the main reception number to leave a message for a teacher to contact you.
Reception staff will relay messages to teachers as soon as possible.

If a call is urgent, please inform the receptionist who will attempt to find an alternative member of staff to speak to you.

We will try to respond to you within three working days, if not the same day.

Please note lessons will never be interrupted for teachers to take calls.

Emails

Please use the enquiries email address if you need to contact staff in the first instance. This is checked every day and emails will be passed on. If possible, please name the member of staff you wish to speak to.

Teachers are not in a position to check emails consistently throughout the day and the school does not expect work emails to be checked during a teacher's personal time.

We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply.

Scheduling meetings with school staff

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

In the first instance, please approach the following members of staff who are responsible for your child in the following order:

1. Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
2. Head of Year, Head of Department, Student Support Manager
3. Assistant Headteacher – SLT Link for your child's year group
4. Deputy Headteacher
5. Headteacher

Meetings should always be pre-arranged with members of staff. If you arrive in school without an appointment we cannot guarantee that a member of staff will be able to meet with you.

If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.

For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands

Receiving contact from school

Our preferred method of contacting you is via email. Please ensure we have your correct email address so that you do not miss out on important communication and updates from school.

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School Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. We do not communicate with parents and carers via social media; please do not communicate with us and with via social media, please use the preferred methods in this policy

You can find our social media page on Facebook by searching Lowton Church of England High School

Following up communication to the school

If you have not received a response from the school within three working days, please contact the school enquiries email or phone school and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

This policy sets out the school's general approach and procedures but is not intended to be exhaustive. It cannot anticipate every circumstance that may arise. In situations not explicitly covered, or where exceptional circumstances apply, the Headteacher has the discretion to take such action as they consider reasonable and appropriate, consistent with the aims and principles underpinning this policy.