



Home School Communications Guidance 2025-2026

Methods of Communication

1. Introduction and aims

We believe that clear, open communication between the Academies and parents/carers has a positive impact on students' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the Academies improve, through feedback and consultation with parents/carers
- Builds trust between home and the Academies, which helps better support each child's educational and pastoral needs

The aim of this guidance is to promote clear and open communication by:

- Explaining how the Academies communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of Academies 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
- Monitoring the implementation of this guidance
- Regularly reviewing this guidance

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this guidance and the Academies 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 **aim** to respond to communication during core Academies hours 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.

2.3 Parents

Parents are responsible for:

- Ensuring that communication with the Academies 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 Academies (such as requests for meetings) in a timely manner
- Checking all communications from the Academies
- Ensuring the Academies have the most up to date email address and mobile telephone number to ensure communications can be received at all times

Any communication that is considered disrespectful, abusive or threatening will be treated in line with the visitor code of conduct section of this guidance.

Parents should **not** expect staff to respond to their communication outside of core Academies hours or during Academies holidays.

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 Academies.

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 Email & Academies Contact Us Page

Email & the Academies Contact Us Page is the Academies main source of communication and we urge parents to keep their email address up to date on our systems.

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

- Upcoming Academies events
- Important Announcements
- Scheduled Academies closures
- Academies surveys or consultations
- Class activities or teacher requests

The Academies contact us page can be found in the top right corner of our website homepage:

Upper Academy - [The Basildon Upper Academy - Contact Us](#)

Lower Academy - [The Basildon Academies Trust - Contact Us](#)

3.2 Text messages

We will text parents about short notices, such as:

- Payments
- Short-notice changes to the Academies day
- Emergency Academies closures (for instance, due to bad weather)

3.3 Academies calendar

Our website includes a full Academies calendar and notices about key upcoming events.

Where possible, we endeavour to give parents notice of any events or special occasions.

3.4 Phone calls

All general enquires should be directed through the Academies contact us page. If you have requested a call back through this communication, we will endeavour to call within 2 school days.

3.5 Letters

Letters will be sent where necessary to deliver resourcing and other materials not able to be sent via email.

3.7 Reports

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

- Any progress reports covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

We also arrange annual progress meetings where parents can speak to their child's teacher(s) about their achievement and progress.

3.8 Progress Meetings

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

Parents of students 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 Academies website

Key information about the Academies is posted on our website, including:

- Academies times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-Academies provision

Parents should check the website before contacting the Academies. The web address is:

Lower Academy – www.basildonloweracademy.org.uk

Upper Academy - www.basildonupperacademy.org.uk

4. How parents and carers can communicate with the Academies

4.1 Academies Contact Us Page

Parents should always use the Academies Contact Us Page in the first instance.

If you need support in accessing this, please contact the Academies switchboard on 01268 552536 who will complete the form with you.

If a query or concern is in relation to a safeguarding concern, please contact us at:

Lower Academy safeguardinglower@basildonacademies.org.uk

Upper Academy safeguardingupper@basildonacademies.org.uk or via Safeguarding through the Contact Us page.

We aim to acknowledge all emails within 2 school days, and to respond in full (or arrange a meeting or phone call if appropriate) as soon as is reasonably possible.

4.2 Phone calls

In the event of an emergency during the Academy day, parents can call the Academy switchboard to get a notice to their child on 01268 552536.

If a query or concern is in relation to safeguarding, please contact us at:

Lower Academy safeguardinglower@basildonacademies.org.uk

Upper Academy safeguardingupper@basildonacademies.org.uk or via Safeguarding through the Contact Us page.

All other queries should be directed through the Academies contact us page.

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should use the Academies Contact Us Page to their direct their request to the appropriate member of staff (e.g. Head of Year) or to the general enquires section. Parents should make it clear in the communication which member of staff they are requesting to meet and the reason for this request.

We try to schedule meetings via phone or Zoom where possible.

While senior staff are available at the beginning or end of the Academies 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

5. Inclusion

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

We currently can make whole-Academies announcements and communications (such as email alerts and newsletters) available in a variety of formats and languages.

Parents who need help communicating with the Academies can request the following support:

- Academies announcements and communications translated into additional languages
- Interpreters for meetings or phone calls
- Use of our electronic translation device during a pre-arranged face to face meeting

We can make additional arrangements if necessary. Please contact the Academies office to discuss these either via the Contact Us Page or by calling the Academies switchboard on 01268 552536.

6. Complaints

If you would like to file a formal complaint, please follow the procedure set out in our Complaints Policy & Procedure: www.basildonacademies.org.uk/governance

Visitors Code of Conduct

1. Purpose and scope

At the Basildon Academies, 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 students, staff and visitors
- Model appropriate behaviour for our students 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 students (through our attitude to learning policy).

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

We use the term 'parents' to refer to:

- Anyone with parental responsibility for a student
- 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 students
- 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

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, students or other visitors, including 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, malicious or derogatory comments about the school, its staff or any member of its community, on social media platforms
- Any aggressive behaviour (including verbally or in writing)
- Disciplining another person's child
- Smoking, drinking alcohol, possessing or taking drugs on the school premises (including legal highs)
- Bringing dogs onto the school premises (other than guide dogs or medical assistance dogs)

4. Breaching the code of conduct

If the school suspects, or becomes aware, that a visitor (including parents) has breached the code of conduct, the school will gather information from those involved and speak to the individual about the incident.

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

- Send a letter of expectation to the visitor or 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 the trust's legal representation regarding further action (in cases of conduct that may be libellous or slanderous)
- Ban the visitor 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.