

Home-School Communication Messaging

Use and adapt this messaging to help establish clear communication expectations with parents and carers at your school. This can help staff to maintain healthy workplace boundaries. Feel free to copy, paste and edit this messaging, add in your own ideas and share with your school community, including all staff to ensure they are on board with it before it goes out.



Correspondence:

Home-School Communication Policy

How/when to send:

Do you have a Home-School Communication Policy? While many schools have a policy, its effectiveness can be compromised if not regularly shared with parents and staff. If they are not familiar with it, implementation can be challenging and staff boundaries more easily crossed.

If you need to create or update your Home-School Communication Policy, a quick online search will offer numerous examples that you can tailor for your setting. We suggest your policy is reviewed annually, signed off by Governors and covers these topics:

Messaging:

- **A contact flowchart:** of who to contact and when. For example, starting with the student's class teacher and escalating to the head only after the year group/key stage lead/deputy has been spoken to.
- **Guidelines on how staff should be contacted:** should all correspondence go through the school office or to individual staff emails? What communication channels are not acceptable?
- **Response time expectations:** how long before parents should expect a response? Taking into consideration part-time staff and school breaks, weekends and bank holidays.
- **Behaviour expectations:** you may want to include a list of expectations around behaviour for both parents/carers and staff i.e. 'Parents should ensure that communication with the school is respectful at all times'.
- **Consequences for policy breaches:** What action/steps will be taken if a parent breaches your policy? I.e. a verbal/written warning, ban from the school site, seeking legal advice from the local authority.
- **A complaints procedure:** this can be a separate document that you link or reference.



Correspondence:

Termly email or letter to parents



How/when to send:

An effective way to share your communication expectations with parents is to send them this text below by letter or email each term. You may also want to send an acknowledgement form alongside your Home-School Communication Policy for parents to sign at the start of every academic year.

Messaging:

To help us provide the best possible education and support for your children, we've outlined clear and simple guidelines in our **Home-School Communication Policy**.

We encourage you to familiarise yourself with this policy, which ensures open, respectful, and effective communication between home and school. If you have any questions or concerns, please don't hesitate to contact us.

Thank you for your continued support in fostering a positive and thriving school community.

Correspondence:

School website



How/when to send:

If you have a school website, we recommend uploading your Home-School Communication Policy so it is easily accessible for parents. This policy may differ slightly to the internal document you share with staff. If your school has social media channels you may wish to post a link to the policy webpage each term.

Messaging:

To provide the best possible education and support for your children, we've established clear and simple guidelines in our **Home-School Communication Policy**.

This policy is designed to support open, respectful, and effective communication between home and school, ensuring we work together to provide the best possible education for your child.

We encourage you to download and familiarise yourself with the policy by clicking the link below. If you have any questions or concerns, please don't hesitate to get in touch using the provided contact information.

[Download Home-School Communication Policy]

Thank you for your continued support in fostering a positive and thriving school community.

Correspondence:

Email signatures



How/when to send:

Encourage all staff to add wording to their email signature to help reinforce your communication expectations. Staff can then refer to it easily if needed during their email exchanges with parents/carers.

Share instructions on how staff can add text to their email signature - such as these [Microsoft Outlook instructions](#).

Messaging:

We aim for open, respectful, and effective communication between home and school in order to provide the best possible education for your child. Please familiarise yourself with our Home-School Communication Policy {insert link/details}

Correspondence:

Automatic email replies/ voice messages



How/when to send:

Staff can set-up automatic replies to emails. Again, this will help reinforce communication expectations for parents every time they email.

Share instructions on how staff can set-up email automatic replies — such as these [Microsoft Outlook instructions](#).

Messaging:

Thank you for your email. This inbox/voicemail is monitored [insert times and days], during term time (not weekends or bank holidays).

We aim to respond within [insert hours]. For urgent matters, please contact [insert details].

We strive for open, respectful, and effective communication between home and school in order to provide the best possible education for your child. Please familiarise yourself with our Home-School Communication Policy. {insert link/details}

Correspondence:

Social media, WhatsApp, text (non-work devices)



How/when to send:

If parents contact staff via personal channels such as social media, staff may wish to have this wording to hand. Of course, it may not be appropriate to reply and this breach of the communication policy should be reported to a member of SLT.

Messaging:

Due to our school communication and safeguarding policy, I am unable to communicate with you via personal channels. Please send your query to [insert office email address]. If it is an urgent matter, please contact [insert details].

Correspondence:

Other school communications



How/when to send:

What other ways do you communicate with parents and carers throughout the school year? Letters about school trips? Texts? Consent forms? An app? Termly newsletters? Try getting a list together and consider if you can use these channels to set healthy boundaries as well.

Messaging:

Correspondence:

In-person communication



How/when to send:

How do you set communication boundaries at parents evening or other face-to-face parent interactions? Consider sharing our free resources below with staff featuring practical tips and advice. And don't forget to share our free emotional support helpline with all staff.

Messaging:

Useful resources to share with staff:

- **Tool:** [BUILD: active listening technique](#)
- **Blog:** [Tips on how to have better conversations with parents](#)
- **Webinar:** [Building better parent/teacher relationships](#)

All teachers and education staff can call Education Support's free, confidential helpline, staffed by qualified counsellors, available 24/7 on 08000 562 561.

Sources and further support

1. [Developing a technology strategy to support staff wellbeing](#)
2. [Technology and teaching: top tips for boundary setting](#)
3. [Advice for improving your workplace relationships](#)
4. [Getting the best out of Parent/Teacher relationships](#)
5. [Better together: building positive relationships between parents and teachers](#)
6. [Government Toolkit: communicating with families on attendance](#)

