



**Reddish Hall
School**

Reddish Hall School Home School Communication Policy

January 2026

1. Our Approach to Communication

At Reddish Hall School, we recognise that many of our pupils and families have had difficult or stressful experiences, particularly around the EHCP process. We understand how challenging this can be, and we are committed to working with you in a calm, respectful and supportive way.

Our school is trauma-informed and neurodivergence-affirming. This means we aim to understand each child as an individual and to communicate with families with care, empathy and respect. In return, we ask that families approach our staff in the same spirit, recognising that everyone is working hard to support your child.

Strong communication between home and school helps children feel safe, understood and able to make progress. We welcome contact from parents and carers to share important information, ask questions or raise concerns.

To make sure communication remains clear, fair and safe for everyone, we also need some clear boundaries about how and when we communicate.

2. How to Contact Us

To help us respond as effectively as possible:

- If you would like to speak with a member of staff, please contact the school office 0161 442 1197 first to request an appointment.
- We are unable to offer immediate, unplanned meetings. Teaching staff are responsible for supervising pupils and cannot leave their classes without prior arrangement. Members of the Senior Leadership Team also have timetabled commitments throughout the day.
- Staff will respond as soon as they are able, but replies may not always be immediate.

If something is urgent or time-sensitive, please contact the school reception by phone so the message can be passed on quickly.

You are welcome to email your child's form tutor or Year Manager, and we aim to respond within 48 hours. If you need a quicker response, please phone the school office.

If emailing a Year Manager, please use the Year Team email address for your child's year group.

Emails sent to the admin inbox may take up to 72 hours to be opened. For urgent matters, a phone call is always the best option.

3. Reporting Absence

If your child is absent, please email the school by 9.30am on the first day of absence.

Please call and leave a message 0161 442 1197 or email pupilabsence@reddishhallschool.co.uk

If we have not heard from you by 10am, we will contact your emergency contact and carry out a home visit the same day. This is part of our safeguarding responsibility and helps us ensure all pupils are safe.

4. Our Communication Principles

All communication at Reddish Hall School is guided by the following principles. We aim to be:

- Child-centred
- Respectful and inclusive
- Timely and accessible
- Confidential
- Proactive
- Values-led
- A genuine two-way conversation

5. Ways We Communicate With Families

We use a range of methods to stay in touch with parents and carers, including:

- Phone calls
- Email (via reception or Year Team email addresses)
- Text messages
- Pre-booked meetings
- School events
- Letters and newsletters
- Our school website
- Home visits, where appropriate

We aim to arrange requested meetings within one week where possible.

EHCP reviews require at least two weeks' notice, as paperwork must be submitted in advance and local authorities may take time to respond to requests for interim reviews.

6. Important Boundaries for Everyone's Safety

To keep pupils safe and ensure staff can focus on their roles:

- Please do not arrive at school without an appointment.
- We are unable to offer immediate access to staff without prior arrangement.
- Meeting spaces are limited and must be booked in advance.
- Contacting the school office first helps us pass messages on safely and efficiently.

These boundaries help us treat all families fairly and ensure pupils are properly supervised at all times.

7. Roles and Responsibilities

Headteacher / Head of School

- Ensures the policy is followed
- Responds to serious concerns within 24 hours on school days
- Ensures staff receive appropriate training

Assistant Headteachers, SENCO and Year Managers

- Oversee communication across school
- Share key information with families
- Support staff with communication

Teachers and Support Staff

- Keep families informed about learning, wellbeing and attendance
- Aim to respond within one working day where possible
- Use clear, respectful language
- Maintain confidentiality

Family Liaison Officer / Attendance Officer

- Support communication with families
- Help with attendance, anxiety and engagement

Clinical Team

- Communicate around therapeutic support and strategies

Parents and Carers

- Communicate respectfully
- Raise concerns directly with the school
- Respond to communication in a timely way
- Understand staff are available 8.30am–4pm, term time only

Young People

- Encouraged to share their views where appropriate

8. Respectful Communication

We aim to listen carefully and work collaboratively with families. Aggressive or abusive behaviour towards staff is not acceptable. If communication becomes unsafe, the school may need to limit contact, restrict visits, or involve external agencies, including the police if necessary.

If communication feels difficult at any point, support is available from our Family Liaison Officer or Clinical Team, who can help facilitate positive conversations.

9. Supporting Additional Communication Needs

We are committed to making communication accessible. We can:

- Use clear, simple language
- Provide translations or alternative formats
- Ensure our website remains accessible
- Work with specialists where needed

Please let us know if you need communication in a different format or require additional support.