



**British International School**  
of Ljubljana  
an Orbital Education School



# **Home-School Communication Policy**

## 1. Introduction and aims

We believe that clear, open communication between the school 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 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.
- 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 working hours (07.40-15.40). 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 school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance – please see below.
- 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 the BISL Parent Code of Conduct.

### Addressing communications to the correct person.

- In the first instance this should be the child's class teacher or form tutor. For academic issues in particular subjects, parents should contact the subject teacher or relevant Head of Department (a staff list is available in the Parent Handbook). If the issue is not resolved satisfactorily in the first instance, the relevant member of SLT should be approached:
  - Pastoral, safeguarding, or issues surrounding a child with special educational needs - Ms. Katarina Zelezinger [katarina.zelezinger@britishschool.si](mailto:katarina.zelezinger@britishschool.si)
  - Teaching and Learning in Primary – Mrs. Lauren Thomas-Hayes [lauren.thomas@britishschool.si](mailto:lauren.thomas@britishschool.si)
  - Teaching and Learning in Secondary – Mrs. Alexandra Gordon [Alexandra.gordon@britishschool.si](mailto:Alexandra.gordon@britishschool.si)
  - Assessment – Mr. Jason Batson [Jason.batson@britishschool.si](mailto:Jason.batson@britishschool.si)
- If the issue is not resolved at the second stage, please contact the Principal, Ms. Mel Hitchcocks [principal@britishschool.si](mailto:principal@britishschool.si) In the absence of Ms. Hitchcocks please direct concerns to Ms. Gordon.

Parents should **not** expect staff to respond to their communication outside of core school hours or during school 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 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 Email

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

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- School Trips
- A student's academic progress and/or incidents of poor behaviour and/or good behaviour/exemplary work.
- Notifications of Parent/Teacher Conferences.

### 3.2 Text messages

We will text parents about:

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

### 3.3 School calendar

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

Where possible, we try to give parents at least two weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for students to bring in special items or materials).

### 3.4 Phone calls

The school will call you if your child is ill. The encourages staff to call parents regularly to discuss students' performance (both positive and negative), however, more often than not this will be done by email.

### 3.5 Letters

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms

The lists above are not exhaustive and there may be other instances where we need to communicate with you.

### 3.6 Reports

Parents receive reports from the school about their child's learning. The school will endeavour to produce 2-3 academic reports on each student per year. Please enquire about the reporting schedule for 2023-24.

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.7 Meetings

We hold 2 Parent/Teacher conferences per academic 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.

The school may also contact parents to arrange meetings between these conferences 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.

- Please note that the school encourages parents to contact us if they have any concerns.

### 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

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 the Parent Handbook to identify the most appropriate person to contact about a query or issue, including the school office number and email address. Please also note the information regarding contacting the school in section 2.3 of this policy.

### 4.1 Email

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

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

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 within 2 working days.

If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within 5 days of your request.

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 relevant member of staff or call the school to book an appointment.

We try to schedule all meetings within 5 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

### 5. Inclusion

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

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

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

- School announcements and communications translated into additional languages
- 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 three years.

Reviewed and amended by: Mel Hitchcocks, Principal.

Date: August 2023

Reviewed: September 2025.

Next Review: September 2027.

## Appendix 1: school contact list

### Who should I contact?

Choose the introductory text that best reflects your school's procedure and make sure it reflects section 4 above, for instance, if you expect parents to email or call the school office add the relevant details below.

#### Option 1:

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the school office on [insert school office email address and phone number]
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

**Remember:** check our website first, much of the information you need is posted there.

We try to respond to all emails within [timeframe].

#### Option 2:

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

We try to respond to all emails within [timeframe].

Adapt this table to suit your school.

If you provide email addresses so parents can contact staff directly, we recommend you:

- Create generic email addresses where possible rather than providing email addresses for individual members of staff (for instance, [ks1@myschool.com](mailto:ks1@myschool.com) or [history@myschool.com](mailto:history@myschool.com))
- Include office hours, if relevant (so parents know when someone is likely to see their email)

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's [class teacher/subject teacher]
My child's wellbeing/pastoral support	School office/insert staff member
Payments	School office/insert staff member
School trips	School office/insert staff member



I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Uniform/lost and found	School office/insert staff member
Attendance and absence requests	<p>If you need to report your child's absence, call: [insert phone number]</p> <p>If you want to request approval for term-time absence, contact [insert details]</p>
Bullying and behaviour	School office/insert staff member
School events/the school calendar	School office/insert staff member
Special educational needs (SEN)	School office/insert staff member
Before and after-school clubs	School office/insert staff member
Hiring the school premises	School office/insert staff member
PTA	School office/insert staff member
Governing board	School office/insert staff member
Catering/meals	School office/insert staff member

## Complaints

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

[Link to your complaints policy or explain where this can be found.](#)