

Parent to school communication protocol

At The Redstart Primary School, we value the partnership between parents and school. Please use the below guidelines to ensure we have effective home-school communication to support our children to thrive.

The school regularly communicates with parents in several ways:

Autumn:

- meet the teacher session
- face to face parents' evening
- after school open class drop-in session

Spring:

- report card with optional parent consultation
- two after school open class drop-in sessions

Summer:

- after school open class drop-in session
- end of year report

Method of communication	Time	Example
Written note to class teacher (Please no 'chats' with class teacher at start of day as teachers need to be with their class.)	8.45 am	I need to collect my child at 2.30 for a dental appointment. My child has a pulled muscle – can they be excused from PE today? My child had a bad night's sleep and might need some TLC.
Talk to a member of SLT/member of safeguarding team on the playground before or after school	Before and after school	My child had a bad night's sleep and might need some TLC. My child's shoes have fallen apart. They will be wearing non-regulation trainers but we will buy a replacement by next week.
Visiting the school office	After 9 am	Talk about lunch bookings Ask for a holiday form Discuss payment for a trip
Telephone the school office absence line (option 3)	Any time	I need to inform you that my child was sick last night and will be off school for 48 hours
Email the school office (info@rps.clf.uk)	Any time	I need to collect my child at 2.30 for a dental appointment. Name of class, name of child. I would like a chat with my child's class teacher. I have evidence of my child's medical appointment and have attached it.
Telephone the school office to request an appointment or call back from a member of staff.	Between 10am and 3pm	My child has said they are having difficulties with another child in the class. I would like to have a chat with the class teacher.

Email the safeguarding team safeguarding@rps.clf.uk	Any time	I have the following concerns about my child/a child in our school community. I need to have a meeting about my child's needs after recent challenges within our family.
Email the SENCO SENCO@rps.clf.uk	Any time	My child had a dyslexia screening test – have the results come back yet? I wish to have a chat about my child's needs and I have already spoken to their class teacher.
Face to face meetings with either the class teacher or a member of SLT (initial meetings will be scheduled for 10 minutes – if a further conversation is needed another appointment needs to be made)	Booked through school office (school office will arrange time with teacher/SLT and then confirm appointment)	I need a conversation about my child about a specific concern I have (please provide some initial details to help with teacher decision about when and potential action to take before meeting)
Classroom door quick chat	After 3.15 pm only	Does my child need their PE kit tomorrow? Is the sponsored run this week or next week? My child is finding their book very challenging. Can this be checked in school?

For general enquiries and questions, calls and emails will be responded to within five school days.
More urgent matters will be responded to within two school days.

Code of conduct:

We value open and respectful communication between parents and staff. If you have concerns or questions, please speak to us calmly and constructively. **Abuse of any kind—verbal, written, or physical—will not be tolerated.** We want to work together to support a safe and positive environment for everyone.

FAQs for website

1. When is my child's Forest School day?
 - a. [Website - Home/curriculum/curriculum overview](#)
2. When is my child's school trip?
 - a. [Website - Home/Our academy/term dates/The Redstart Primary School Calendar for parents 2025/2026](#)
3. When is half term/end of term/first day back?
 - a. [Website - Home/Our academy/term dates](#)
4. How do I book my child for a school lunch?
 - a. Use the MCAS app – book seven days in advance of needing the meal
5. How do I pay for my child's school trip?
 - a. Use the MCAS app
6. What are the rules for school uniform? Can my child wear hoop earrings?
 - a. [Website – Home/ Our academy/uniform](#)
7. I want to talk about my child's reading with the class teacher. What should I do?
 - a. Write an email to the school office giving the name of the class and teacher explaining what the issue is - info@rps.clf.uk
8. My child has a medical appointment – who should I tell?
 - a. Write to the school office – info@rps.clf.uk - give details of class name, child's name and date/time of the appointment.
9. I want to speak to someone about problems with my child and another child.
 - a. Email the school office explaining the situation. The office will pass the information on to the class teacher who will then reply by email/phone you/make an appointment to see you, whichever is the most appropriate.
10. When do after school clubs start? What clubs are available this term? Is my child in Football Club?
 - a. [Website - Home/ Our academy/school clubs](#)
 - b. Parents will always receive a message telling them if their child has a place in a club or not.
 - c. If a club is cancelled, a message will be sent as soon as possible/the day before.
 - d. There are never clubs (apart from Breakfast and Tea Club) in the last week of a term.