



IMBERHORNE SCHOOL

Policy Document



The Cornerstones of our
Learning Community

Headteacher: Mr Martin Brown

Policy Name:

Home/School Communication

Date:

06/06/2022

We value open communication with parents and carers, using a range of different methods to communicate as effectively as we can.

Our school website contains detailed information about the school and its operations. Generally, most information will be posted on the school website.

All formal communication about events, trips and activities are communicated in writing and emailed to parents via our web-based portal Bromcom. If you would prefer to have paper copies of our correspondence please contact your son/daughter's Head of Year.

Finally, we also use Twitter and Facebook to post urgent information. Knowing that social media content is actively 'pushed' to subscribers means we can usually be confident that such messages are disseminated quickly.

Facebook is particularly well suited to celebrating achievements, we therefore also use it to share images of school events, trips and activities. We find that this is much appreciated by students and parents.

We do not reply to messages about individuals posted on social media, feeling that parental concerns are best addressed on an individual basis. Since our Facebook site is heavily used by students we always closely monitor the content of messages. If insulting, abusive or inflammatory messages are posted on our Facebook site we will remove them.

We welcome correspondence from parents and aim to reply to letters, emails and phone messages as quickly as we can. To support staff welfare, all e-mail communication is conducted between 7:30am and 6:30pm on working days only. We aim to respond to e-mails within two working days. In an emergency please contact senior staff directly. Email addresses may be found on our website in the 'Who to Contact' section.

The partnership between the school, students and parents is a vital part of our continued success and something that we value highly. We are always looking for ways to improve our communications and invite ideas that enable us to be more effective.