

To aspire, endeavour and thrive together

COMMUNICATIONS POLICY

Revision	Authorised by	Date	Adopted by	Date
New policy devised by school January 2019	Executive Headteacher	May 2019	R&S Committee	20/05/19
Updated May 22	Deputy headteacher	May 2022	LGB	22/05/22

Revision	Date	Description of Changes
New Policy 2019	May 2019	

Signed.....
Chair of Governors

Date.....

Rationale

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise, however, that it can often be difficult communicating with teachers because they have a very full timetable; we also recognise that parents and carers too have very busy lives.

Communications can take a variety of forms: verbal (through meetings or by telephone), written (through emails, Class Charts messages, texts messages and letters) and may be both individual and general.

Contacting the School

Telephone

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full time and running clubs or otherwise working with students at lunchtime or after school. Parents may be exasperated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

- Please use the main reception number (01457 862336) to contact a member of staff
- If a call is an emergency, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- If you need to speak to a teacher or Year Manager, reception staff will relay messages and the member of staff will reply as soon as possible.
- We aim to respond to you within 72 hours, if not the same day.
- Please note that it is not always possible for a member of staff to take your call and that lessons or meetings will never be interrupted for teachers to take calls.

Email

- Please use staff email addresses if you need to contact staff directly
- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time at evenings and weekends.
- We aim to respond to you as soon as possible and within 72 hours (three working days). Part-time staff may take longer to reply.
- Please provide your child's name and tutor group in your email and to whom your email is addressed.
- If you are unsure who to address your email to, or the email address of the member of staff, you may email info@glossopdale.school and your message will be passed on to the relevant member of staff.
- Contact details for pastoral staff can be found on our website

Meetings

- Meetings should always be pre-arranged with members of staff.
- It is not possible to attend the school reception and ask to see a member of staff; you must always have a pre-arranged meeting.
- We will not be able to meet with a parent/carer if they arrive to reception without an appointment.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a Year Manager or senior member of staff to see you.
- For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.
- We know that, occasionally, students forget to bring in items of school equipment, such as PE kit or cooking ingredients. Please do not bring these items to reception to drop them off for your child as we do not have the capacity to distribute them.

Contacting You

The school will use a variety of methods to communicate information to parents and carers e.g. school prospectus, induction packs, newsletters, website, email, text, letters, reports, telephone. Our preferred method of contacting you is via Class Charts.

- Letters home are emailed via Class Charts.
- We will only make contact with parents/carers whose contact details are on SIMS
- Communication on issues that affect the safety or wellbeing of a student will be treated as priority. For example, we will use text messages to inform you if we need to close the school or open late.
- A calendar of important dates, including parents' evenings, trips, closure days etc will be published on the school website and the yearly diary will be distributed to students at the start of the Autumn Term.
- Parents are expected to attend annual parents' evenings and encouraged to support other events which directly concern their child.
- Students are entrusted to pass on information between school and home.
- Newsletters are sent home on a regular basis in order to provide useful information about, for example, exams, parents' evenings, vaccinations or events. We expect parents to consult the newsletter so that they are kept fully informed.
- Letters for individual students or year groups will also be sent home via Class Charts.
- Letters about trips and requests for consent will be sent via ParentPay and, if the trip incurs a cost, parents should also pay via ParentPay.
- Information about rewards and sanctions is communicated on ClassCharts. This is updated throughout the day so that parents are aware if their child has a detention and also if they have received rewards.
- Parents and carers are encouraged to provide current mobile telephone numbers and email addresses in order to be able to receive text messages and emails

Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. Please check our website for this and links to our Facebook, Twitter and Instagram pages.

No Response

If you have not received a response from the school within three working days please contact the school by emailing info@glossopdale.school and we will chase up your enquiry. Communication with parents and carers

is important to us and we will continue to monitor this policy and our approach to improve the process further.

Is there anything else I should bear in mind?

The final point to raise is that we understand that sometimes parents or carers may be frustrated about issues that arise and we will always do our best to solve these. Equally we would much prefer parents or carers to contact us directly with concerns, rather than raise them on social media before we have had the chance to respond. We ask that, if parents to commit concerns to email, that you do so courteously and politely, just as we expect our staff to do. Please understand that our staff are trying to resolve your concern and therefore any communication should remain professional and productive. We do not expect staff to respond to inappropriate communication and will take necessary action if we feel that parental communication (via telephone, email or in person) is rude, aggressive or abusive.

The table below is intended to help parents with information about who to contact in certain, common scenarios.

Issue	Who to contact	How
Any safeguarding concern	Designated Safeguarding Lead	safeguarding@glossopdale.school Tel: 01457 862336
Welfare concerns e.g. Friendship issues, cyber bullying or questions about uniform	The first point of contact would be your child's tutor or the Year Manager for your child's year group.	Latest staff members and email addresses are on the Contacts page of the website.
Concerns about your child's progress in a particular subject or homework	Class teacher initially, but please contact the Faculty Team Leader for the subject team if this does not resolve the issue. Alternatively, you may contact the Year Leader for your child's year group	Latest staff members and email addresses are on the Contacts page of the website.
Questions about school transport	Finance staff	finance@glossopdale.school
Questions about hiring our premises	Community Development Manager	theplace@glossopdale.school Tel: 01457 605897
Questions about exams	Exams officer	exams@glossopdale.school