



## COMMUNICATIONS POLICY

Policy created by Mr B Francis (Headteacher): November 2023

Date of next review: November 2025

Who the review will involve: Headteacher, Governors

Senior member of staff responsible for overseeing that this policy is implemented and regularly reviewed: Headteacher

## INTRODUCTION AND AIMS

Our vision for The Avon Valley School and Performing Arts College is of a great learning community, where students, staff and parents/carers work collaboratively to realise every student's potential. Individually, and collectively, we are 'Together on our Journey to Greatness'.

For this to happen effectively good communication between home and school is essential. This policy aims to outline how effective communication can be facilitated between parents, carers and the school. We expect parents and carers to understand and follow the guidance within this policy to ensure that their communication is polite and constructive at all times.

## ROLES AND RESPONSIBILITIES

### The Headteacher

The headteacher is responsible for:

- Ensuring that communication with parents and carers is timely, professional and effective
- Monitoring the implementation of this policy
- Regularly reviewing this policy

### Staff

Teaching and support staff are responsible for:

- Responding to communication from parents/carers in line with this policy and the school's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents/carers get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours 08:30 – 16:00 or their working hours (if they work part-time).

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.

## **Parents/Carers**

Parents/Carers 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
- Respond 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 not be responded to and will be referred to the senior leadership team. This may also result in a single point of contact being assigned, and/or being banned from the school site and if this is unsuccessful, legal action being taken. Telephone calls are recorded for monitoring and for the safety of staff
- Parents should not expect staff to respond to their communication outside of core school hours (08:30 – 16:00), or during school holidays

## **HOW WE COMMUNICATE WITH PARENTS AND CARERS**

The sections below explain how we keep parents/carers up-to-date with their child's education and what is happening in school.

Parents/Carers should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### **School Comms app and email**

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Class activities or teacher requests
- Positive and negative behaviour logs
- Attendance

### **Text messages**

- Short notice urgent communications
- Emergency school closures (for example extreme weather)

### **Phone calls**

- 1:1 conversation about your child's progress or wellbeing
- To book meetings with parents and carers
- Emergency contact (for example if your child was unwell and needed collecting)

### **Letters**

- General whole school updates and policy changes

- Trips and visits
- Consent forms

### **Newsletters**

- Promotion of positive school news, events and what's been going on

### **Progress check reports**

- Overview of your child's current academic progress and attitude towards learning

### **Meetings**

- Meetings are often organised to discuss your child's academic and pastoral progress in more detail face to face so we can work together to get the best outcomes for your child

### **School website**

- School times and term dates
- Important events and announcements
- Curriculum information – what your child learns in each subject
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Parents/Carers should check the website before contacting the school

## **HOW PARENTS AND CARERS COMMUNICATE WITH THE SCHOOL**

### **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.

### **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/or the relevant member of staff will contact them within 5 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, or relates to a more general enquiry parents and carers should call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues where a child is at immediate risk of harm

If you feel a child is at immediate risk of harm outside of normal term time office hours 08:30 – 16:30, then you should contact Warwickshire children's social care:

<https://www.warwickshire.gov.uk/childrens-social-care>

## **Meetings**

If parents would like to schedule a meeting with a member of staff, they should email the member of staff, or call the school to book an appointment.

Unless it is deemed to be an urgent issue, we will try to schedule all meetings within 5 working days of the request.

Meetings would only be deemed to be urgent if the issue relates to a child being at risk of harm. In this situation every effort will be made to meet with a parent or carer within one working day (either the same day or the next depending on the time of day the request was made).

All meetings will be scheduled with the member of staff who the school deems to be the most appropriate member of staff to help the parent or carer with the issue they wish to discuss.

## **EQUITY, DIVERSITY AND 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) in English.

Parents who need help communicating with the school can request support and we will endeavour to try and remove any barriers where possible.

## **MONITORING AND REVIEW**

The headteacher monitors the implementation of this policy and will review the policy every 2 years.

The policy is agreed by the governing board.