Communications Policy

Policy title:	Communications
Function:	To provide clear information and guidance about how The Blue Coat School manages communications. This document forms part of the portfolio of policies designed to inform students, parents, staff, and the general public about the standards and expectations for communication within the school community.
Status:	Approved
Statutory guidance:	Schools Statutory Guidance Collection – GOV.UK School Governance Guides
Audience:	Parents, Staff, Leaders, Trustees, General public
Ownership:	Board of Trustees/Headteacher
Last reviewed:	September 2025
Reviewed by:	Headteacher
Next review:	Every two-years – September 2027

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Aims and Objectives

At The Blue Coat School Liverpool, every student belongs, is valued, and is empowered to thrive. Guided by Non Sibi Sed Omnibus — not for oneself but for all — we honour our story with honesty while forging a modern, inclusive future.

We celebrate individuality and champion diversity, inspiring students to flourish in their own way with confidence, curiosity, resilience, and kindness.

Our vision is to ignite ambition and nurture integrity and compassion, preparing young people to shape a fairer, brighter world — in Liverpool and beyond.

1. Purpose

This policy outlines the principles and procedures for communication between the school, students, parents/carers, staff, and the wider school community. We recognise, however, that it can often be difficult communicating with teachers because they have a very full timetable, and we recognise that parents and carers also have very busy lives.

2. Scope

This policy applies to all forms of communication, including verbal, written, electronic, and social media interactions involving students, parents/carers, staff, and external stakeholders.

3. Communication Principles

We expect our staff to be professional and deal with parents/carers politely. We also expect the same level of courtesy when parents contact us at school. We reserve the right to terminate communication if this fails to happen. If you have not received a response from the school within three working days, please contact the school by emailing k.crute-jain@bluecoatschool.org.uk 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.

4. Contacting the School

Communication by email is the preferred method. Please see the table below with guidance on how to direct enquiries.

Email Address	Guidance
exams@bluecoatschool.org.uk	Exam related queries and timetable
office@bluecoatschool.org.uk	General school enquiries
absencerequest@bluecoatschool.org.uk	Reporting student absences
head@bluecoatschool.org.uk	Contacting the Headteacher
SEND@bluecoatschool.org.uk	Special Educational Needs enquiries
helpdesk@bluecoatschool.org.uk	IT and technical support
safeguarding@bluecoatschool.org.uk	Safeguarding and child protection concerns
admissions@bluecoatschool.org.uk	Admissions process and applications
sixthform@bluecoatschool.org.uk	Sixth Form pastoral lead contact
trips@bluecoatschool.org.uk	Enquiries about school trips and visits
dofe@bluecoatschool.org.uk	Duke of Edinburgh Award programme enquiries

5. Meetings

The day to day care, welfare and safety of children is managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order: -

- Form Tutor
- Head of Year
- Assistant Headteacher
- Deputy Headteacher
- Headteacher

Meetings should always be pre-arranged with members of staff. 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 Receptionist will do their best to find a 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.

6. Contacting You

Our preferred method of contacting you is via MCAS/ParentMail or by telephone if an immediate response is required. It is therefore essential that you provide school with up to date email addresses and contact numbers.

7. Communication Responsibilities

The School Leadership Team is responsible for overseeing the communication policy and ensuring policy adherence. Teachers and staff maintain regular communication with students and parents regarding academic and behavioural progress. Students are expected to relay messages home and use communication channels appropriately. Parents and carers play a crucial role in staying informed and actively engaging with school communications to support their child's education.

8. Social Media and Online Conduct

The school maintains official social media accounts to promote achievements, subject information and generic educational information. You can find these by searching X using @LiverpoolBCS or Instagram using @bluecoatschoolliverpool. Staff, students, and parents are expected to use respectful language when interacting online and must refrain from sharing confidential information. Additionally, cyberbullying and any form of inappropriate online behaviour will not be tolerated.

9. Complaints and Conflict Resolution

- Complaints should be handled respectfully, fairly, and in accordance with the school's complaints policy procedures.