



# Communications Policy

<b>Policy title:</b>	Communications Policy
<b>Audience:</b>	Students, Parents, Staff, Leaders, Trustees, General public
<b>Ownership:</b>	Board of Trustees/Headteacher
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<b>Reviewed by:</b>	
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## **Communication Policy**

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; and we recognise that parents and carers also have very busy lives.

### **1 Contacting the School**

Communication by email is the preferred method.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

#### **i) Telephone**

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days, if not the same day.
- Please note lessons or meetings will never be interrupted for teachers to take calls.

#### **ii) Email**

Please use the "Contact us" section of the website if you need to contact subject staff. Please indicate in the subject box which department the email is for, and these will be forwarded on to the relevant department.

- 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.
- We aim to respond to you as soon as possible and within three working days.

### **2 Meetings**

The day-to-day care, welfare and safety of your child 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:

- 1) Student Support Team
- 2) Key Stage Leader or Subject Leader (if query is relevant to a specific subject)
- 3) Assistant Headteacher
- 4) Deputy Headteacher
- 5) 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 reception staff 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.

### **3      Contacting You**

Our preferred method of contacting you is via the school gateway 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.

### **4      Social Media**

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching X using @LiverpoolBCS or Instagram using @bluecoatschoolliverpool

### **5      What is acceptable when communicating with school?**

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](mailto: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.