

The Blue Coat School Liverpool

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Church Road Wavertree Liverpool L15 9EE

Telephone: 0151 733 1407

Headteacher: K M Sexton M. Ed, PGCE, BA (Hons), NPQH, NPQEL

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Dear Parent/Carer

Guidance on Communicating with Teaching Staff

Information for Students and Parents/Carers

The school has been reviewing its school policies in regard to how we communicate across our community.

This is to ensure that we keep everyone safe, ensure fairness, and support staff and student wellbeing. They are based on national safeguarding guidance, including Keeping Children Safe in Education (KCSIE), staff workload and wellbeing policies.

We ask that all students and parents/carers read this guidance carefully and follow expectations outlined. Clear and appropriate communication helps us to work together effectively and ensures that support is available in a safe and structured way.

1. Approved Communication Methods

All communication between students and staff must take place using approved school systems.

- Microsoft Teams (school-created class, year group, or house Teams only)
- School email accounts

Social media, personal messaging apps, or personal email accounts must not be used.

2. Using Microsoft Teams

Microsoft Teams is used to support learning and school communication.

- Students cannot message staff or other students privately.
- Messages should be posted publicly in school-created class, year group, or house Teams.
- Questions should be posted on the appropriate channel so guidance can be shared with others.
- Students should communicate respectfully and appropriately at all times.

3. Email Communication

- It is not possible to email individual members of staff. Students will be redirected to centralised email addresses, e.g. welfare@bluecoatschool.org.uk.
- Students should only email the school using their school email account.
- Emails should be polite, clear, and related to schoolwork or school matters.
- Students should avoid sending repeated follow-up emails.
- Parents/carers may contact staff via school email where appropriate.

Please be mindful of working hours. Staff may not be able to respond immediately.



Email Address	Department	Reason
DofE@bluecoatschool.org.uk	DofE	DofE emergencies
exams@bluecoatschool.org.uk	Exams	Exam queries
helpdesk@bluecoatschool.org.uk	IT helpdesk	IT support
office@bluecoatschool.org.uk	Admin Office	General queries
safeguarding@bluecoatschool.org.uk	Safeguarding	Safeguarding
senco@bluecoatschool.org.uk	SEND	SEND queries
SPT@bluecoatschool.org.uk	Senior Prefect Team	SPT communication
welfare@bluecoatschool.org.uk	Welfare	Wellbeing concerns
ucas@bluecoatschool.org.uk	UCAS	UCAS queries

4. Appropriate Times for Communication

School staff are not available outside working hours.

- Students and parents/carers should not expect replies in the evenings, at weekends, or during holidays.
- Messages sent outside working hours will be responded to within 48 hours or where possible during the next school day.

This helps protect staff wellbeing and ensures professional boundaries.

5. Safeguarding and Confidential Matters

Microsoft Teams and email should not be used for urgent or safeguarding concerns.

- Parents/carers should contact the school office or safeguarding team directly.
- Students should speak to a trusted adult in school if they are worried about something or report non-urgent concerns via welfare@bluecoatschool.org.uk

6. Respectful Communication

All communication must be respectful.

- Inappropriate, or demanding messages are not acceptable.
- The same standards of behaviour expected in school apply online.

Failure to follow these expectations may result in further action being taken by the school.

Kind regards



Mr K Sexton
Headteacher