



Communication Policy

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Background

At Saint Benedict we believe everyone should be treated with dignity and respect. Good communication is vital in ensuring students can learn well and enjoy their education. This ensures parents are kept up to date with their child's education, behaviour and attendance.

Staff at Saint Benedict have the right to be treated with respect. We do not tolerate any abuse towards our staff or students.

Expectations of school

Parents can expect the following communication from school:

- At least one communication per term from the student's form tutor
- One parents' evening a year with subject teachers (currently online, but we reserve the right to move back to face to face)
- Written communication regarding your child's progress at least twice per year
- Text message information of any after school sanction
- Phone call from year office regarding any serious incidents under investigation
- Positive feedback from staff eg. phone calls, postcards, letters
- Absence texts / phone calls where no reason for absence has been given

Should an incident occur which requires sanctions of other students, the school will inform you that it has been dealt with but cannot share the details of other students involved or their sanctions, due to confidentiality. Parents/carers are encouraged to involve the police when appropriate. Governors visit the school regularly and are kept abreast of behavioural matters.

Raising parental concerns

Any concerns should be raised initially with the child's form tutor, who is the first point of contact. If they are unable to resolve the issue, they will escalate this to the Pastoral Support Assistant (PSA) or Head of Year, as appropriate. Only when this contact has been made, would a Senior Leader be contacted.



If a child is absent, parents/carers must phone the absence line, as per the attendance policy.

If you have a concern about:

Uniform/equipment/daily issues – contact form tutor

Attendance/serious concerns / issues on bus / detentions – contact Pastoral Support Assistant (PSA)

Significant change in circumstances or high-level concerns – contact Head of Year or Education Welfare Officer

Safeguarding – contact Safeguarding

Subject progress – contact subject teacher

If you are not satisfied with the response, please see the complaints policy.

Parent Meetings

The year team, Education Welfare Office, SENCo or Senior Leadership may invite parents in for a meeting. They will communicate the date and time and provide opportunity for this to be rearranged, if possible. To work effectively together, we ask that parents make every effort to attend any requested meetings.

If a parent/carer would like a meeting, they must request this via email or phone call through the year office. This will be arranged as soon as we are able.

We are unable to offer drop-in appointments as many staff have lessons and other responsibilities throughout the day. If a parent/carer arrives in reception asking to see a member of staff, they will be asked to book an appointment and then to leave site-. We are not able to offer instant appointments. When an urgent response is needed, reception staff will take the basic details and arrange for a member of staff to contact you as soon as possible.

We expect all parties to be respectful to each other. There is no acceptable reason to shout or swear or become physically aggressive. Should this happen, the offending party will be asked to leave and will be escorted off site. If a parent/carer refuses to leave site, the police will be called. This could lead to the parent/carer being banned from site.

Access to site

When attending a meeting, parents/carers must access site via the main reception on Duffield road; access via the Broadway jitty is prohibited. Parents/carers must sign in and wait to be escorted to their meeting. Any unauthorised access to site is strictly prohibited and breaches our safeguarding policy.

Email and phone communication



We expect all communication to be polite and courteous. Staff are always willing to help and can direct you to the best person to help you if they are unable to do so. We promise to work with you to find resolution to any issues. As such, we expect parents/carers to approach conversations in the same way.

All staff have a teaching load and/or other responsibilities and therefore cannot be expected to respond immediately to emails or to take phone calls. However, staff will respond as soon as they are able, within the priorities of the school. Repeated communication within a short timeframe is not required – the member of staff may not have seen the previous email and will respond when they are able.

Office staff can pass messages on but staff may not see these until later in the day. We ask that parents/carers wait patiently for a response and do not continue phoning the school office as this blocks the phone line for others. In a genuine emergency, office staff would ensure a message reached a student or staff.

We expect all parties to be respectful to each other. There is no acceptable reason to shout or swear or become verbally aggressive. Should this happen, the member of staff will end the call and escalate the matter to their line manager. This may result in the parent/carer receiving a warning that only written communication will be allowed should there be a further instance of abuse. Alternatively, the parent/carer may be restricted to contacting only a named individual.

Staff have set working hours and cannot be expected to respond to parents/carers/students outside of these hours. While they may choose to, it is not an expectation. Parents/carers should expect to wait a reasonable amount of time (usually within 3 working days) for a response.