



**ST MARY'S  
COLLEGE**

# **School Communications Policy**

<b>Date of Policy</b>	2023- awaiting Directors approval
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## Aims

- To promote partnerships between the school, parents and carers, pupils and the wider community through efficient and effective communication.
- To ensure that effective communication takes place between the school, parents, carers, pupils and other stakeholders and that there are robust processes to facilitate this.
- Parents and carers are offered other opportunities throughout the year to convey to us what they expect from and think of the school.

*By signaling the first ports of call, we have ensured that communication is distributed and directed appropriately across the staff team.*

## Overview

It is very important to us at St Mary's College 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 to communicate with teachers because they have a very full timetable, and we recognise that parents and carers also have very busy lives. We strive to ensure that communications between all members of the school community are clear, professional, timely and effective in their purpose.

We use a number of different methods to maintain effective communication with parents and carers, other schools, the wider community and outside agencies. Depending on the nature of the communication, the school will use the most practicable means to contact the recipient.

## 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 same day that a query is made.

In safeguarding staff wellbeing, we have also agreed that there is no expectation of staff to respond to queries during their personal/family time.

## Telephone

Please use the main reception number (Tel: 01482 851136 ) 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.
- In all non-urgent cases, we will try to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take telephone calls.

## Email

Please use the main school admin email address: [admin@smchull.org](mailto:admin@smchull.org) .

If you need your email to go to a particular member of staff please mark for their attention in the subject line of the email:

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work emails to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply as their workdays permit.
- Please give clear details of your child's name and form in your email so that it can be dealt with precisely.
- Under no circumstances should parents/carers contact school staff via their personal email addresses ( or personal phone numbers).

## 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) Personal Tutor or Classroom Teacher (if the query is relevant to a specific subject)
  - 2) Head of Year or Subject Leader (if the query is relevant to a specific subject)
  - 3) Assistant Headteacher
  - 4) Vice Principal
  - 5) Head of School
- Meetings should always be pre-arranged with members of staff, please do not expect to be able to drop in and be seen.
- 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 help.

- 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 us to manage multiple demands from families.
- If any meeting with a member of staff should turn abusive or angry then the meeting may be temporarily called to a close. Please see the Parental Code of Conduct for further details on the school website.

## Contacting You

Our preferred method of contacting you is via Edulink emails, texts or push notifications.

We ask that you ensure we have your current email address and mobile phone number on your child's school records and inform us if any of these change after initial admissions paperwork is completed.

Unfortunately there is no facility for families to reply to school texts/emails, this should always be done via the main school telephone number or admin email address.

## Social Media/ School Website

We use our social media channels and our school website to promote student achievements, subject information and generic educational information. We will do our best to ensure that whole school information is included on these platforms and in the newsletters that we publish.

We do not normally answer queries placed in the Comments section of our social media, again please call the school reception or email with your questions.

You can find these by searching:

Facebook: <https://www.facebook.com/smchull/>

Twitter: <https://twitter.com/smchull>

Website: [www.smchull.org](http://www.smchull.org)

## No Response

If you have not received a response from the school within three working days please contact the school by emailing [admin@smchull.org](mailto:admin@smchull.org) 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.