

All Saints' Catholic Voluntary Academy

Policy Document

Therefore, whoever relaxes one of the least of these commandments and teaches others to do the same will be called least in the kingdom of heaven, but whoever does them and teaches them will be called great in the kingdom of heaven. Matthew 5:19

Policy: Communications Policy
Prepared for: All Saints' Catholic Voluntary Academy

(Formerly an Aquinas Catholic Academy Trust Policy until 2018)

Approval

| Approved by | Approval date | Review Date |
|----------------|---------------|--------------|
| Headteacher | October 2017 | October 2018 |
| Head of School | October 2018 | October 2019 |
| Head of School | October 2019 | October 2020 |
| Headteacher | October 2020 | October 2021 |
| Headteacher | October 2021 | October 2022 |
| Headteacher | October 2022 | October 2023 |
| Headteacher | October 2023 | October 2024 |

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Successful schools depend on effective, timely communication between all stakeholders. We at All Saints' Catholic Academy have the best interests of all of our staff and students at the centre of everything we do and we are committed to ensuring the maximum social and academic potential for our young people. One of the key factors that influence the success of students and schools in general is the quality of support and communication from parents and guardians.

1 Communication channels

The main communication channels between school and home are as follows -:

- School website – Outlines key school policies, upcoming events and dates.
- Arbor – New system which allows parents to keep track of student behaviour, rewards, attendance etc.
- Go4Schools – Online portal for parents to be able to track of student progress and see real-time attainment information, their timetable and attendance figures and access to progress reports.
- Letter – School will communicate some key information such as information on rewards and behaviour sanctions via Arbor/letter and parents can write to relevant staff in school with queries through letter or e-mail (key e-mail addresses are found on the school website).
- Visit the school in person – Parents are of course welcome to come into school to raise an issue with a particular member of staff but it is essential to ring in and make an appointment because staff are not usually available to immediately see parents because they are either teaching or conducting their job roles. In the event of a lockdown/pandemic (eg Corona virus) only 'essential' visitors may be allowed onto the school site in which case other communication channels will need to be explored.
- Phone call – Parents can ring reception with any questions or queries. The school has a 48 hour call back policy so an appropriate member of staff will call you back within this time period.

2 Who to contact?

- For queries on issues such as uniform, behaviour, attendance, the school organiser and homework or rewards, the form tutor of your child should be your first port of call.
- If there is a pastoral issue of a serious nature (e.g. an issue that would affect your child's safety or well-being) and you have already contacted your child's form tutor, you should contact the Year Progress Leader for your child. In the unlikely event that the Year Progress Leader cannot resolve the issue, your next contact would be Mrs Nina Kilday (Assistant Head of School – Behaviour and Attitude).
- If you have a query about academic issues such as issues with academic reports, homework or content in a particular subject then contact either your child's class teacher or the Curriculum Leader for that subject.

- If you have queries about school buses or bus passes please contact Miss Faye Hunt.
- If you have any questions regarding school lunches and paying for food within school then please contact Mrs Gemma Drury.
- Questions and issues (pastoral and academic) related to Sixth Form students should be directed to Head of Sixth Form Mrs Rachel Davie or Mrs Adele Wain.
- For safeguarding issues please ask for a member of the safeguarding team. Our reception staff can direct you to the correct member of staff and the school website also has details on the safeguarding team.
- If all other avenues have been taken and your issue is still not resolved, to contact the Headteacher you will need to write a letter to the Head's PA Mrs Louise Scott FAO Mr Carlo Cuomo.

3 Our expectations over communication

- The school will under no circumstances tolerate verbal or physical abuse of our staff. We are human and unfortunately despite our best intentions, mistakes are made but all parents should rest assured that the prime concern of all of our staff is the safety, wellbeing and happiness of our students. We do recognise that the vast majority of our parents are very supportive and this has underpinned the success the school has enjoyed in recent years.
- We expect our staff to speak professionally and courteously towards parents and guardians at all times. If you feel this does not reflect your experience, you can make a complaint through the channels outlined at the bottom of the page.
- Any abuse towards staff either in person or through social media will be taken seriously and we will involve the police where necessary.
- Abusive or inappropriate comments that are defamatory towards the school or member(s) of staff, made by students or parents and uploaded on social media platforms, will be reported immediately to the police. Students who use mobile phones to take photographs of staff or to make inappropriate comments will face serious sanctions which can include fixed-term and permanent exclusion.
- Parents who have been abusive towards staff will be asked to meet the Head Teacher and may face a ban from the school site
- If any parents receive abuse from other parents or students outside of school, we would advise that you contact police and report the perpetrators immediately. The school cannot intervene in comments that are made of a school context as they would be a police matter.

4 Complaints

- Whilst everyone at the Academy does their best to ensure that all students achieve their very best socially, spiritually and academically, we do concede that sometimes issues arise and mistakes can be made.
- If you wish to complain about a pastoral issue (behaviour related) then please contact either your child's Year Progress Leader or Mrs Nina Kilday (Assistant Head – Behaviour and Attitude)
- If the issue is an academic one, it would be wise to contact either the Curriculum Leader for the subject in question or Mrs Laura Johnson (Deputy Headteacher)
- Any issues relating to your child's timetable and curriculum should be directed to Mrs Laura Johnson (Deputy Headteacher)
- To contact the Headteacher please write to Mrs Louise Scott (Head's PA) FAO Mr Carlo Cuomo
- To contact the Chair of school governors please write to Mrs Louise Scott (Head's PA) FAO Mrs Alison Fawley (Chair of school governors).