



St Joseph's Catholic Voluntary Academy



With God's Guidance We Love, Learn, Respect and Forgive

Part of the St Thomas Aquinas Catholic Academy Trust

Communication Policy

Written	15.01.23
Signed	Mrs Clair Dedman 
Signed (Chair of Governors)	
Date	15.01.24

Aim:

At St Joseph's Catholic Voluntary Academy, we aim to have clear, effective, high quality communication among staff and with students, parents, governors and members of the wider school community. We need to ensure that communications between all members of the school community are clear, professional, timely and appropriate.

Objectives:

All communications at St Joseph's Catholic Voluntary Academy should:

- Keep staff, students, parents and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon free English and be easily understood by all
- Be actioned within a reasonable time
- Use the method of communication most effective and appropriate to the context, method and audience
- Take account of relevant school policies e.g. Confidentiality, Safeguarding, Equalities.

How we communicate information to parents & Carers.**Letters and e-mails**

Staff will endeavour to reply to parents' letters as quickly as possible. Letters will be acknowledged in three working days and a reply sent within ten working days. Letters must be approved by a member of SLT before posting. Copies of correspondence with parents will be placed on student files.

School website and Twitter.

The School has a website which contains a wealth of current information about St Joseph's Academy. The website is : <http://www.st-josephs.leicester.sch.uk/>

All new and future information will be uploaded on to the school website and shared via parentmail. St Joseph's Catholic Voluntary Academy produces a regular newsbite which is uploaded on to the website and shared using parent mail. The school website also has a calendar which is regularly updated. Information is also shared on the school Twitter feed.

Parentmail

St Joseph's C V Academy also uses an electronic system to communicate information to parents/carers.

It is the parent's responsibility to ensure they have given correct email details to the school and that they have logged onto the Parentmail system.

The School will ensure that information is sent out through Parentmail as soon as possible. On those occasions where there may be an alteration or time is extremely limited, St Joseph's will ensure the information is also sent via text message and/or hard copies given to pupils.

Telephone Calls

Staff should take notes about the content of telephone calls, as they would with meetings with parents. Detailed notes from telephone calls, including main points of discussion and action required/taken should be kept in student files on CPOMS

Emergency Closures.

In the event of any unexpected school closure, parents will be informed via: Parentmail, Text message, the School website and BBC Radio Leicester (Snow closure only) as soon as possible. Notices may also be attached to the Gates if required. For more information about closure due to Severe Weather/Snow view the Severe Weather/Snow Policy.

Meetings with parents

Parents will be given regular opportunities to discuss their child's progress and/or look through their child's work. This will take place during parent evenings, Open afternoon/evenings and through Stay and Play/Read sessions (EYFS).

Parents will also receive a written report on their child's progress once each year, usually during the Summer term.

They will also receive information regarding their child's attendance.

Occasionally it is necessary for parents to meet with teachers to discuss a specific concern or incident. As a school we will endeavour to meet with parents/ or speak via telephone as soon as possible to avoid any further worry. Although it may not be possible to meet immediately we will try to arrange these meetings/ phone calls as quickly as is practicable.

Any parent wishing to meet with a member of staff should contact the school in advance and request a meeting with the member of staff. If a parent comes to the school without a prior appointment, the member of staff may still choose to meet with them, but there is no expectation to do so.

Parents (like all visitors) should report to Reception prior to meeting with a member of staff. If the meeting is due to take place outside office hours, separate arrangements can be made. A member of staff may ask for their line manager to accompany them. If a meeting with a parent is taking place outside normal school hours, the member of staff should try, where possible, to ensure that another colleague is nearby. It is perfectly acceptable to call a meeting to a close in order to allow time for further investigation. Staff should call a meeting to a close in the event of the parent becoming angry or abusive. The member of staff should report such an incident to their line manager and seek further advice. The line manager should either accompany the member of staff to a further meeting with the parent or hold it without the original member of staff present.

Social Networking Sites/Blogs etc

Twitter may be used to communicate Children's Successes and Information - Please refer to the Twitter policy for more information.

Staff will not communicate with parents or students via social networking sites or accept them as their "friends".

For further guidance please see the Acceptable Use Policy.

Communications with Governors:

The Head Teacher will communicate with the Governing Body all relevant and updated information as soon as is practicable. This will normally be via email or through Trust Governor.

Governors' names can be found on the school website on the Governors page.

The Governing Body can be contacted via the school office. Communications will be then forwarded to the Chair of Governors.

The role of the governors is to support the school on a strategic level and they are unable to respond to concerns to do with the management of the school. They would direct parents, who contacted them with such concerns, back to the school.

Parental responsibilities.

It is the responsibility of the parent/carer to inform school as soon as possible of any changes to their contact details.

It is the responsibility of parents/carers to inform school of reasons for absence following the procedures set out in the Attendance Policy. Parents are also responsible for alerting school to any change of adult with permission to collect their child.

Parents are politely asked not to refer to or make any comments about School Adults or any pupils on any social network/media platforms at any time without the written permission of the School.