



## **Communication with Parents/Carers Protocol**

Communication is a key component to ensuring a smooth running, harmonious community where no one feels ignored or uninformed, where messages are clear, and information is upfront and regular to all stakeholders so that everyone feels valued, and all stakeholders’ interests are met. It is essential that administrators, teachers, parents, staff, and students have a clear line of communication. This proto will assist in keeping clear communication lines with the entire school community.

Hagley Catholic High School recognises the importance of clear and effective communications with all stakeholders (students and parents/carers, governors, Local Authority, outside agencies, national bodies, etc), and is committed to being open and accessible for all who have an interest in the school. The key stakeholders for a school are parents and students and this policy addresses the main ways in which the school ensures effective two-way communication between home and school.

Communications can take a variety of forms: verbal (through meetings or by telephone) or written (through letters, notes in planners, text messages, website notices or via email).

Effective telephone communication is essential. However, we ask all parents and carers to be mindful of the busy nature of a member of staff’s working day where teachers may be teaching full time and running clubs or otherwise working with students at lunchtime or after school. Parents may be exasperated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

For this reason, the school urges all stakeholders to engage in the use of modern communications methods, with staff email contacts being publicised regularly in letters and on the school website and all parents/carers being encouraged to give an email address for prompt and effective communication.

### **Aims of the protocol:**

1. To improve the quality of service given to students at Hagley Catholic High School by ensuring that effective communication and consultation takes place between the school, parents, carers, students, and other stakeholders.
2. To improve the quality of service by ensuring robust processes for consultation between the school, parents, carers and students on key service areas.

### **Communication**

Communication between the school and parent/carers operates in the following ways:

- Prospective parents are invited to an Open Morning in the October preceding the year of entry to the school.
- Parents are invited, along with students, to an induction evening in July where the main channels of communication are outlined and information about the school is presented.
- Parents are invited into to a ‘Parents Evening’ for each year group (this is mainly done virtually) during the year where achievement and progress can be discussed with subject teachers.
- Parents of each year group are invited into school to an appropriately themed Parents’ Meeting, to cover issues relating to the relevant year group of their child. E.g. Year 11 Information Evening. Year 9 Option Evening and 6<sup>th</sup> Form Open Evening.
- Communication about student progress takes place formally for each student at least 3 times per year. Student Progress Reports are published in Arbor after each academic data collection. Each Progress Report will report on a student’s predicted end of Year or GCSE grade, their target or minimum expected grade, attitude to learning as well as their attendance, and achievement and behaviour data.

- Details about events at the school are published on the school's calendar, via social media and in the Principal's letter to parents, which is emailed out, placed on our website and shared via Facebook and Twitter.
- The school has all key information on an up to date website.
- Queries about events at the school may be made by phone call to the school or by e-mail to [enquiry\\_hchs@emmausmac.com](mailto:enquiry_hchs@emmausmac.com).
- Parents/carers are also reminded of all teacher email addresses routinely and these can be found on the school website.

### **Communication Response Expectations**

The school has published the following service standards to ensure a prompt response for communication requests by parents/carers. These standards are reviewed on an annual basis by the school's Leadership Team and Local Governing Body.

The following response times should be adhered to:

- Responding to parents/carers – any requests for information, progress reports or requests for references are dealt with within 5 working days (term time only).
- Issues, queries or concerns may be raised either in person, by letter, e-mail or a phone call.
- Notes in your child's Planner will be addressed within 2 working days providing your child ensures the note is shown to the appropriate member of staff.
- Letters will receive either a verbal (usually by phone) response within 2 days or a written response within 5 working days. Verbal responses will generate a brief written note of the discussion and its outcome, to be held in the child's file for future reference.
- Concerns raised by phone will be addressed within 2 working days.
- Emails will receive an email response within 2 working days. Those sent at weekends will not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term-time. All email communications from staff will also copy in their Line Manager.
- Staff are not obliged to reply to emails between the hours of 6pm and 8am on working days, at weekends and on Bank holidays.

### **Use of Social Media**

The school has an active Facebook page and Twitter Account's for sharing information about school life, events, achievements, opportunities and much more. These platforms are only for information sharing and should not be used to communicate directly with the school, any comments or direct messages are unlikely to illicit a response. Communication directly with the school should be as previously described above.

### **Complaints Procedures**

In the event of a parent/carer feeling that a response has not been made swiftly enough and in-line with policy, or that a concern or query has not been addressed adequately parents/carers should direct their communication to the appropriate line manager. A call to Reception or written communication to [enquiry\\_hchs@emmausmac.com](mailto:enquiry_hchs@emmausmac.com) outlining your complaint will lead to it being directed by administrative staff to the appropriate member of Middle or Senior Leadership in order to respond to your complaint in Line with the Emmaus Complaints Policy.

J Hodgson  
*Principal*