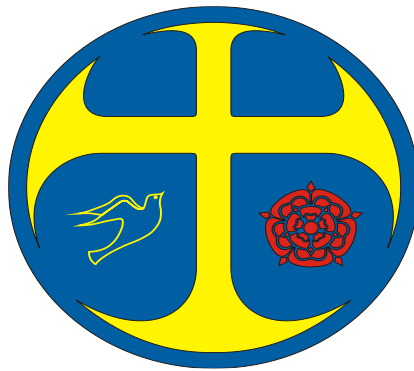


**All Saints' Roman Catholic High  
School,  
A Voluntary Academy**

**part of**

**Romero Catholic Academy Trust**




*Luceat lux Vestra*

**Communications Policy**

**Updated: Spring 2024**  
**To be reviewed: Spring 2027**

**Responsibility of: School Operations Manager**

**Policy Approval:**

  
\_\_\_\_\_  
Signature of Headteacher

19/03/2024

\_\_\_\_\_  
Date

  
\_\_\_\_\_  
Signature of Chair/Vice-Chair

19/03/2024

\_\_\_\_\_  
Date

# Mission Statement

All Saints' is a school where the Catholic faith is taught, lived and celebrated.

We will educate the whole person spiritually, morally and intellectually.

We embrace Catholic values in all we do and in all our relationships.

We will identify and cater for the individual student's needs and prepare them for responsible participation in society.

Our aim is to follow Christ's teaching, as found in the Gospels, in everything we do.



## **1. INTRODUCTION**

The school recognises that good communication with pupils, their families and the wider community is essential and we welcome the opportunity to engage with the views of all stakeholders.

This policy covers school-community communications in general.

You will find details of how the school communicates in relation to specific matters, such as admissions or complaints, in the policies which cover these topics.

This policy should be read in conjunction with other relevant policies including:

- Safeguarding and Child Protection
- Guidance on Safer Working Practice
- Digital Communications Policy
- Code of Conduct for Staff
- Code of Conduct for Governors
- Acceptable Use of ICT for Pupils
- Online Safety
- Information Governance (Data Protection)
- Complaints
- Whistleblowing
- Workplace Bullying and Harassment
- Grievance

The school's policies are available on the school website <https://www.allsaintshigh.lancs.sch.uk/page/?title=Policies&pid=21>; the Trust's policies are available on its website <https://www.romerocat.com/page/?title=Policies&pid=11>. Hard copies can be requested from the school Reception.

Communication is a two-way process, so this policy aims to cover not just what the school wants to say but also what it needs to hear.

**Communications within the school**, and between the school and other professionals or contractors, should follow the same principles as given below.

## **2. COMMUNICATIONS FROM THE SCHOOL**

2.1 The school aims to make sure that all communications are **timely, useful** and **respectful**.

2.2 The school aims to give families sufficient warning of activities that need some preparation, changes to the normal school timetable and any matters that relate to school business that require a response. For example: School trips, whole school activities, changes to previously communicated arrangements, changes to school procedures.

2.3 It is understood that, at times, some communications will have to be done at short notice. School closures due to bad weather, or Health and Safety issues, are an example of this. In the event of this, the school will aim to communicate using several forums to ensure parents receive the information as quickly as possible.

2.4 The school aims to respond in a timely manner to all enquiries. In general, you should expect the following response times:

- Phone Calls: as soon as possible, usually within 2 working days.
  - Emails: as soon as possible, usually within 2 working days (staff may use an automated “out of office” reply when school is closed and will therefore reply on their return)
  - Written letter: acknowledge receipt as soon as possible, usually within 5 working days.
- ‘Working days’ refers to term-time days that the school is open, and that the recipient is working.

2.5 **Useful communications** contain all the information that is required, expressed in a clear and direct way. If the communication requires pupils or parents to do anything, this will be made clear in the communication, as will all dates for completion/return.

2.6 **Respectful communications** take into account that life is busy, and that pupil's best interests are always best served if everyone communicates well with each other. The school will always aim to communicate openly, honestly and with transparency. This is particularly important in cases where communication might relate to difficult situations or areas of disagreement.

2.7 The school will always make every attempt to communicate the same information in multiple ways, so that it is always easy for families to have access to important information. The school aims to keep paper communication to a minimum. Families are encouraged to be proactive and make themselves aware of the various ways that they can receive information from the school and ensure that they update school with any changes to address, email or contact numbers, so that they do not miss out on any communication sent to parents.

2.8 We accept that some people will always prefer a letter, and this will always be provided if necessary and on request.

2.9 We are moving towards using electronic permission forms, that will be sent via email. However, printed forms can be provided on request.

2.10 On occasions, the school will seek to communicate with the wider community beyond school. This may be in order to publicise school events, to share achievements by the school and its pupils, or something similar. If these communications involve specific pupils and be in line with the school's use of photographs permissions which parents are asked to complete when children first start school. Examples may include: newspaper articles, press releases, brochures, marketing emails or posts on social media.

2.11 **Media** - Where the school has received communication from an outside organisation, such as a journalist calling on behalf of a newspaper, website or broadcaster, the school office will field the initial contact, and it will be then be referred to the School Operations Manager or Headteacher. The school will ask for all media enquires to be submitted via email. Replies will be given in the shortest possible time but should not be expected immediately.

### **3. COMMUNICATIONS TO THE SCHOOL**

3.1 The school welcomes communications from pupils, their families and the wider community. Our commitment is that we will always aim to communicate in a timely, useful and respectful way. We ask that when communicating with the school you adhere to the same broad principles and start from the perspective that the school has your child's best interests at heart.

3.2 The school receives many different communications each day. With this in mind, the school will always try to respond to you as soon as possible, as this is usually the quickest route to a resolution. We would ask for your patience if staff are not always as quick as you would like.

This is usually to do with their teaching commitment during the day and after-school meetings and commitments (see response times in section 2.4).

3.3 In the first instance, it is always preferable to start by talking to your child's Class teacher if there is an issue in a specific lesson, or their form teacher, if the matter relates to your child's wellbeing or issues outside of lessons. This may be done in person, by phone, or by email.

3.4 For more detailed or private communications, you can email your child's class teacher or form teacher. Teachers' email addresses can be obtained from the school Receptionist.

3.5 Reporting Absence: The most common reason for contacting the school is to report an absence. This should always be done by calling the school's absence number (01706 233 707) and following the instructions on the automated message you can hear. This should be done before 8.30am, every day that your child is absent. Other requests for absence should be made in advance and through completion of the leave of absence request form which is available on request. Please note, in line with the school attendance policy, no term time absences will be authorised unless they are requested due to exceptional circumstances.

3.6 General enquiries, including enquiries from the media are best addressed to the school Reception in the first instance. Reception is staffed from 8.00am until 4.00pm Monday-Thursday, and 8.00am until 3.30pm on Friday. The [office@allsaintshigh.lancs.sch.uk](mailto:office@allsaintshigh.lancs.sch.uk) address is the best one to use in the first instance. Contact details for school staff are available on request from the Receptionist. Telephone calls are also welcome, especially to notify the school of any changes to collection arrangements however we do ask for as much notice as possible to ensure we have time to relay the message.

3.7 Because the school offers many ways for you to contact us, contacting staff using personal emails, phone numbers, or other non-school means, is strongly discouraged.

3.8 Any complaint against the school will be dealt with in a fair, open and responsive way, with the aim of achieving a speedy and satisfactory resolution. Full details of our complaint's procedure are available on our website.

Complaints about services provided by contractors or suppliers engaged by the school or who use the school's facilities should be addressed directly to those contractors and suppliers. Their details can be obtained from the school Reception.

The complaints policy also contains information about what you should do if you have concerns about SEND provision, safeguarding, grievances, disciplinary matters, exclusion and whistleblowing.

## **4. SOCIAL MEDIA**

4.1 In many ways, conversations on social media have replaced the face to face conversations that happen. The school uses social media in a positive way, often to advertise upcoming events or to celebrate success.

4.2 Recognising that children's best interests are served when there is a strong bond between the home and the school - and given the multiple ways we offer to communicate with us – we kindly request that parents, families and others refrain from using social media to criticise the school. Social media should never be used to criticise individual members of staff. The school's ability to deal with complaints in a timely and effective manner are significantly undermined

when they are brought into the public eye on social media. The school reserves the right to request that inappropriate comments are removed without delay.

4.3 As a secondary school we are aware that pupils may have social media accounts of their own. We strongly discourage parents from granting access to these platforms, sites and apps until children are at the legal age. Please check the restrictions for each provider, and actively monitor your child's use of social media.

4.4 We accept that pupils may have a mobile phone of their own. Pupils are permitted to bring these phones to school, as they are useful for parents to keep in touch at the beginning and the end of the day. It is our policy that pupils do not use their mobile phones on the school site during the school day, please see our behaviour policy for further information on this.

4.5 If you need to contact your child for any reason during the school day, please get in touch with the school office via email or phone. A message can then be passed to them easily and reliably using this method. (See also section 3.6)

## **5. THE SCHOOL WEBSITE**

5.1 Our website is the main way for pupils, their families and the wider community to get information about the school. The majority of the information you will need, and all of the statutory information the school is required to show, is easily accessible here, including important contact details, school policies and the calendar.

5.2 The school makes every effort to maintain the website on a regular basis. If you spot any errors or omissions, please report them to the school office via email.