

Communications Policy

St Giles C of E Academy



Approved by:

Richard Grace
(Headteacher)

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July 2027

1. Introduction

At St Giles C of E Academy, we value strong relationships with our families and are committed to open, respectful, and effective communication. This policy sets out our expectations and approaches to communication between school and home, aligned with the core values of the ENHANCE Multi Academy Trust.

2. Aims of the Policy

- To promote mutual respect and understanding between school and families.
- To provide clear expectations for how and when communication takes place.
- To ensure timely and appropriate responses to enquiries and concerns.

3. General Principles

- Communication should always be respectful and measured.
- Staff and parents/carers are expected to communicate in a way that models the values of our school and Trust.
- Staff are not expected to monitor or respond to messages outside of their working hours.
- Our aim is to respond to all communication within **2 working days**, though this may vary depending on staff working patterns and availability.

4. Contacting the School

Before contacting school staff, we ask parents and carers to consider the **appropriateness, necessity, and timing** of their communication. Ask:

- *Is this something this person needs to know?*
- *Is this the right time to send this message?*
- *Am I over-communicating about this issue?*

Messages sent late at night, outside working hours, or in high volume can have a **negative impact on staff wellbeing and workload**. While staff are not expected to respond outside their working hours, the notification of out-of-hours or excessive messages can be intrusive and stressful. **Please think carefully before you press send.**

We also ask that families **limit the number of messages** sent about the same concern. Staff may not be able to respond promptly if they are receiving **frequent or repeated messages**. In cases of **excessive or inappropriate use** of communication channels, the school reserves the right to **restrict or remove access to certain communication methods**.

4.1 Email - office@stgiles.enhanceacad.org.uk

- Parents and carers should email the school for all **non-urgent matters** in the first instance.

- Emails will be acknowledged within **2 working days** and responded to in full (or a meeting/phone call arranged, if appropriate) within **3 working days**, depending on the staff member's working pattern.
- For **urgent concerns** requiring a quicker response, please **telephone the school office directly**.

4.2 Phone Calls – 01977 794179

- If you need to speak with a specific member of staff about a **non-urgent matter**, please email the school office. The relevant staff member will aim to return your call within **2 working days**, depending on their availability.
- If the member of staff is unavailable due to teaching or other commitments, we will arrange a convenient time for a phone call. We aim for all requested meetings/ conversations to take place within **3 working days**.
- Please call the school office for any **urgent issues**, such as:
 - Family emergencies
 - Safeguarding or welfare concerns
 - Attendance matters
- For **general enquiries**, please contact the school office.

4.3 Meetings

- To schedule a meeting with a member of staff, please email or call the school office to request an appointment.
- We aim to schedule meetings within **3 working days**, depending on staff availability and working patterns.
- While teachers may be available briefly at the start or end of the school day, we recommend that parents **book an appointment** to discuss:
 - Concerns about their child's learning
 - Updates regarding pastoral support, home situations, or wellbeing

4.4 Home–School Communication App (ClassDojo)

- **Class teachers do not monitor or respond to direct messages on ClassDojo.** To contact a class teacher directly, please request a phone call or face-to-face meeting via the school office (by phone or email).
- **Informal requests** or general questions may be asked on the teacher's **Friday Information Post** on ClassDojo.
- Staff who may respond to messages via ClassDojo include:
 - **Office Staff** – General communication and administrative matters
 - **Mrs Firth (Inclusion Leader)** – For inclusion-related queries (not class-specific concerns)
 - **Mrs Winwood (SENDCo)** – For special educational needs queries
 - **Mrs Houchin (Pastoral and Safeguarding Lead)** – For pastoral or safeguarding concerns

5. Staff Responsibilities

- Staff will respond within the timeframes outlined, depending on their working pattern.
- They will remain professional, calm, and courteous at all times.
- Staff are not expected to engage in communication outside working hours or via personal accounts.

6. Parent/Carer Responsibilities

- Communicate respectfully with staff, using appropriate language and tone.
- Use the appropriate channels for communication, as outlined above.
- Avoid contacting staff via personal or social media platforms.
- Consider whether your message is necessary and appropriate for the recipient, and avoid sending messages outside of school hours unless essential. The timing and nature of communications can impact staff wellbeing—please think before you press send.
- Refrain from sending repeated or excessive messages about the same issue. Staff require time to investigate and respond appropriately.
- In cases where communication is persistent, excessive, or inappropriate, the school may limit or remove access to certain communication platforms.

7. Managing Difficult Communication

- The school follows a structured process for managing challenging or inappropriate communication.
- In cases where communication becomes aggressive, threatening, or inappropriate, we may restrict or limit future contact.

8. Review and Monitoring

This policy will be reviewed annually or in response to changing needs. Feedback from parents/carers and staff will be considered as part of the review process.