The King's (The Cathedral) School

Communication Policy

Responsibility:	Mr J Harrison
Ratified By:	Governing Body
Date Reviewed:	April 2025
Next Review Date:	April 2027

Contents

1. **Introduction and Aims**

We aim to offer a high standard of communication to our community. When you have any contact with us, you can expect our staff to be friendly, polite and helpful. We ask the same of our community.

In the following sections, we will use 'parents' to refer to parents, guardians, carers and anyone else who contacts the School.

We believe that clear, open communication between the School and parents has a positive impact on students' learning because it:

- Gives parents the information they need to support their child's education.
- Helps the School improve, through feedback and consultation with parents.
- Builds trust between home and School, which helps us better support each child's educational and pastoral needs.

 The aim of this policy is to promote clear and open communication by:

- Explaining how we communicate with parents.
- Setting clear standards and expectations for responding to communications from parents.
- Helping parents reach the member of staff who is best placed to address their specific query or concern so they can get a response as quickly as possible.

2. **Roles and Responsibilities**

2.1 Headteacher:

The Headteacher is responsible for:

- Ensuring that the communications with parents are effective, timely and appropriate.
- Monitoring the implementation of this policy.
- Regularly reviewing this policy.

2.2 Staff:

All staff are responsible for:

- Responding to communications from parents in line with this policy.
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send information themselves).

Staff will aim to respond to communications during core School hours (Monday to Friday 8am – 4pm) or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

2.3 Parents:

Parents are responsible for:

- Ensuring that communications with the School are respectful at all times.

- Making every reasonable effort to address communications to the appropriate member of staff in the first instance, if unsure, please email admin@kings.peterborough.sch.uk so that we can direct the query appropriately.
- Respond to communications from the School (such as requests for meetings) in a timely manner.
- Carefully reading all communications from the School.
- In order to receive communications from us, it is necessary that the contact details we hold for you on our system are correct. If any of your details change over the course of your child/ren being at the School, please update us at the earliest opportunity; you may email admin@kings.peterborough.sch.uk.

Any communication that is considered disrespectful, abusive or threatening will be treated seriously. Staff who are concerned about a parent's conduct will end the meeting or correspondence and report their concerns to a senior leader.

Parents should not expect staff to respond to their communications outside of core school hours (Monday to Friday 8.00am to 4.00pm) or during School holidays.

3.   Our Standards

3.1 If you contact us in writing, for example, by letter or email:

- A member of staff will take responsibility for your enquiry.
- We are unable to respond to comments or messages on social media as these are public sites. The best way to contact us is by using admin@kings.peterborough.sch.uk.
- If we cannot reply within five working days, we will let you know who is dealing with your enquiry and when you can expect a full response.
- Holidays and weekends are not classed as working days for the purpose of this policy.
- If staff are out of office, an auto-reply email will be used to indicate this and when they will be returning. If the matter is urgent, please email admin@kings.peterborough.sch.uk so that a different member of the team can asked to respond.

3.2 If you contact us by telephone:

- During office hours (Monday to Friday 8.00am to 4.00pm) we will endeavour to answer your call promptly (during busy periods you may be held in a queue).
- Upon answering, we will tell you where you have called and the name of the person with whom you are speaking.
- During term time, if your call cannot be answered, voicemail facilities will be available for you to leave a message.
- If you leave a message, a member of the administration team will return your call within one working day.
- It is unlikely that a specific member of staff will be immediately available to answer your query, but it will be passed to them so that they (or a better placed colleague) will respond within five working days.

4.   How the School keeps parents up to date with their child's education and what is happening in the School

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

4.1 Email

We use email to keep parents informed about the following things:

- Upcoming School events, trips, etc.

- Behavioural expectations.
- Parents evenings and reports.
- School surveys or consultations.
- Attendance concerns.
- Information regarding school events.
- Job vacancies within the School.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or request for students to bring in special items or materials). Any such event will be included in the School calendar, accessible via the website.

4.2 Phone Calls

On occasion staff will phone parents to discuss issues such as behaviour, attendance and the progress of their child.

4.3 Meetings

We hold several progress evenings per term. Some of these are virtual and some are face to face. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The School may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress or wellbeing.

We will always communicate with parents, either by telephone or in writing, if there is a need to meet, so that you have time to prepare for the meeting and know its purpose. If you are unable to make the initial date or time of a meeting, we will offer an alternative and try to accommodate reasonable requests within the working School day. If there is information that needs to be discussed when we meet, this will be shared with you in advance of the meeting so that you have time to consider and respond to it. If you have information you wish us to consider in the meeting, please also share this at least two working days in advance.

Parents of students with special educational needs (SEN), or have other additional needs, may also be asked to attend further meetings to address these additional needs.

4.4 Reports

Parents receive reports from the School about their child's learning, including assessments and reports.

4.5 School Website

The website provides more formal information about our School. Key information about the School is posted on our website, including:

- Term dates.
- Curriculum information.
- Important policies and procedures.
- Important contact information.
- Policies and statutory information.

4.6   InTouch

We send the vast majority of communications home via InTouch. This allows parents to receive notifications regarding crucial information, whole-school notifications and messages which are relevant to you and your child.

4.7   Edulink One

In addition to emails, parents can access information regarding their child from Edulink One which is a school-based App. Information includes their child's behaviour and academic record along with attendance at extra-curricular activities.

4.8   Social Media

Social media is used for updates on recent events, celebrating successes and achievements including photographs. They are a good place to catch up with the life of the School. We are unable to respond to comments or queries on social media as they are public sites; any direct questions, comments or concerns should be raised via email to admin@kings.peterborough.sch.uk. The School's social media account is managed by a small number of colleagues with the School. Staff are not permitted to create accounts associated to the School without authorisation from the Headteacher.

5   How Parents can Communicate with the School

5.1   Email

Parents should always email the School, or the appropriate member of staff, about non-urgent issues in the first instance. If a member of staff does not respond after five working days, your email may have unfortunately been missed. Please therefore email: admin@kings.peterborough.sch.uk and a member of the team will ensure it is passed on and actioned.

5.2   Phone Calls

Parents should call the School if an urgent issue arises. Urgent issues might include things like:

- Family emergencies.
- Safeguarding or welfare issues.

5.3   Requests for face-to face Meetings

- Speaking with parents (and other members of our community) is an important part of building positive relationships that help ensure students are supported to do their best.
- If you need to meet with a member of staff, please email them directly or, if you are unsure how to contact them, email admin@kings.peterborough.sch.uk outlining the reason why you would like to meet and the outcome you are seeking as a result of the meeting. We try to schedule all meetings within five working days of the request. If that is not possible, we will advise accordingly. If you are unable to make the initial date or time of a meeting, we will offer an alternative and try to accommodate reasonable request within the working School day.
- Please do not come directly to our premises and demand to meet a specific member of staff; this will not be possible due to their existing commitments and the need for them to have had an opportunity to look into your concerns before responding to them.
- When meeting with staff please remain courteous, avoid raising your voice and allow staff to respond to your query or concerns. Staff will do the same. If a colleague is concerned about your conduct, they will end the meeting and respond in writing to you.

5.4   Reporting a Sickness Absence

This should be done through the 'Report an Absence' button on the front page of the School website.

6   Inclusion

It is important to us that everyone in our community can communicate easily with the School. Parents who need help communicating with us can request the following support:

- School announcements are communications translated into additional languages.
- Interpreters for meetings or phone calls.

7   Feedback

Feedback about our service is important to us. By receiving feedback, we can develop and improve the quality of our provision. We need to know about any dissatisfaction or complaints you might have, so that we can resolve any problems and provide a more effective service. Each year we conduct a survey with all members of our community and use this feedback to guide our strategic improvement planning.

If you are unhappy with the service you receive, please read the Complaints Policy which is available from our website:

8   Monitoring and Review

The Headteacher monitors the implementation of this policy and will review the policy every year. The policy will be approved by the School Governors.