



<b>Home School Communication Policy</b>	
Date of review:	January 2026
Prepared by:	Matthew Whatford, Headteacher
Approved by Governing Board:	15/01/2026
Policy based on:	Existing policy document
Date for next review:	January 2028

We value open communication with parents and carers, using a range of different methods to communicate as effectively and efficiently as we can.

Our school website contains detailed information about the school and its operations. Generally, most information will be posted on the school website.

There is also a weekly newsletter from the Headteacher, and we also often send year group-specific, updating parents on matters relating only to students in these year groups. These are important forms of communication, giving a clear summary of recent school news and what's ahead.

All formal communication about events, trips and activities are communicated in writing and emailed to parents. All student reports go onto MCAS app (My Child At School). If you would prefer to have paper copies of our correspondence, please contact your son/daughter's Head of Year.

Finally, we also use Facebook and Instagram to post urgent information and may sometimes use SMS messages to also do so under these circumstances. We know that social media content is actively 'pushed' to subscribers which means we can usually be confident that such messages are disseminated quickly. These platforms are particularly well suited to celebrating achievements, we therefore also use it to share images of school events, trips and activities. We find that this is much appreciated by students and parents.

We do not reply to messages posted on social media, feeling that parental communications are best addressed on an individual basis. If insulting, abusive or inflammatory messages about the school or school staff are posted on social media we will address them as per our policy entitled *Dealing with Unacceptable Behaviour from Members of the Public*.

We welcome correspondence from parents and aim to reply to letters, emails and phone messages as quickly as we can. To support staff welfare, all e-mail communication is conducted between 7:30am and 6:30pm on working days only. We aim to respond to e-mails in full within three working days, providing an acknowledgement of all communications and an expected response window within 24 hours of receipt. In an emergency, please contact senior staff directly. Email addresses may be found on our website.

The partnership between the school, students and parents is a vital part of our continued success and something that we value highly as we always strive to build on our close working with our community. We are always looking for ways to improve our communications and invite ideas that enable us to be more effective.