

To aspire, endeavour and thrive together

COMMUNICATIONS POLICY

Revision	Date	Description of Changes
New Policy 2019 Adopted by: R&S Committee	May 2019	
Updated Policy 2024	October 2024	Communication system changed from ClassCharts to Bromcom. Response time from 72 to 48 hours and link to contact us page updated
Update to policy Approved by: LGB	February 2025	Addition to the information about meetings
Update to policy	January 2026	Change to the email process and addition of the helpdesk

Rationale and Aims of Policy

At Glossopdale School and Sixth Form we believe in effective, productive relationships between all members of the Glossopdale community. To achieve this, we recognise that a strong, reliable communication network is required and we review processes and systems constantly with a desire to achieve this. We seek honest, open and transparent dialogue to ensure that we can support the children and employees within our care and safeguard their wellbeing. We recognise that supporting a child through their Secondary and Sixth Form education can be a challenging time and can raise questions and concerns from parents/carers, who need the school's support and dedication to them, as well as their child.

Our aims are:

- To maintain effective, proactive communication systems, using the most appropriate and effective communication techniques.
- To develop positive working relationships across all members of the Glossopdale community
- To support the development and safeguarding of every child.
- To support the Glossopdale School and Sixth Form staff members in their roles, whilst supporting a positive work-life balance

It is very important to us that we work closely in partnership with parents and carers and communication between home and school is key. Effective communication enables us to share our aims and values, school successes and information about the school.

Communication from the School

Our main methods of whole school communication is via

- **The School website:** The website is a resource for all members of the Glossopdale School and Sixth Form community. The website holds vital, practical, day to day information alongside the core education information such as the curriculum overview etc. The school website is also in place to inform and promote the school to the wider community and is a resource to prospective parents, students and employees. Therefore, the website contains a significant amount of information that could be useful to a range of audiences. The website is quality assured and updated on a regular basis. The landing page is also used to post time-sensitive information to ensure that parents, prospective parents and the wider community are able to access the required information quickly.
- **Weekly newsletter:** The whole Glossopdale School and Sixth Form community receive the weekly newsletter via Bromcom every Friday. The newsletter outlines the key information, events and successes from the week. This is also a valuable planning resource with short-term dates outlined for information. Consistent messages are communicated through this route and summaries of communications are shared to reduce the chance of parents missing communications.
- **Social Media:** We recognise the role that social media plays in contemporary society. We use Facebook to communicate news and successes to the Glossopdale School and Sixth Form and the wider community. We will also use our social media channels to post time sensitive information to ensure that parents, prospective parents and the wider community are able to access the required information quickly, such as changes made as a result of adverse weather.

There are other methods of communication we utilise and these are highlighted in the section below.

Communication with parents and carers

The school will use a variety of methods to communicate information to parents and carers e.g. school prospectus, induction packs, newsletters, website, email, text, letters, reports, telephone. Our preferred method of contacting you is via Bromcom. **It is, therefore, essential that all parents have a Bromcom login. Contact your child's Year Manager for details if you are not already logged on.**

- Letters home are sent out via Bromcom, to the MCAS app; if do not have the app this will be received as an email
- We will only make contact with parents/carers whose contact details are on Bromcom.
- Communication on issues that affect the safety or wellbeing of a student will be treated as priority.
- A calendar of important dates, including parents' evenings, trips, closure days etc is published on the school website and key dates are communicated in the weekly parent/carer newsletter.
- Parents are expected to attend annual parents' evenings and are encouraged to support other events which directly concern their child.
- Students are entrusted to pass on information between school and home.
- A weekly newsletter is emailed home every Friday in order to provide useful information about, for example, exams, parents' evenings, vaccinations or events. We expect parents to consult the newsletter so that they are kept fully informed.
- Letters for individual students or year groups will also be sent home via Bromcom.
- Letters about trips and requests for consent will be sent via Bromcom and parents should pay via ParentPay.
- Information about rewards and sanctions is communicated on Bromcom. This is updated throughout the day so that parents are aware if their child has a detention and also if they have received rewards. Detentions take place on the next school day.
- Parents and carers are encouraged to provide current mobile telephone numbers and email addresses in order to be able to receive text messages and emails

Staff will always seek to establish open and friendly relationships with parents; it is appropriate that relationships are professional and parents are addressed in a formal manner. Parents must ensure that a full set of contact details: home telephone, mobile and email address are provided, and are updated in a timely manner as required.

We recognise, however, that it can often be difficult communicating with teachers because they have a very full timetable; we also recognise that parents and carers too have very busy lives. Communications can take a variety of forms: verbal (through meetings or by telephone), written (through emails, Bromcom Messages, texts messages and letters) and may be both individual and general. Our aim is to utilise all means of communication effectively and use the most appropriate means of communicating to support the development of a positive productive relationship.

Telephone

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full time and running clubs or otherwise working with students at lunchtime or after school. Parents may be frustrated 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.

- Please use the main reception number (01457 862336) to contact a member of staff.
- If a call is an emergency, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- If you need to speak to a specific member of staff, reception staff will relay messages and the member of staff will reply as soon as possible.

- We aim to respond to you within 48 working hours where possible.
- Please note that it is not always possible for a member of staff to take your call and that lessons or meetings will never be interrupted for teachers to take calls.

Email

- We operate a helpdesk system in order to manage and monitor parent emails and ensure that they are responded to by the most appropriate person and in a timely manner.
- Please use the contact form on the school website or email info@glossopdaleschool.org.uk.
- Please do not contact staff directly via email.
- You may choose from a drop-down menu of potential subject items in order to more easily direct your query. You may also choose 'other'.
- Your email will be sent to the relevant member of staff and will be monitored to ensure that you receive a response. We will endeavour to respond within 48 working hours.
- If you call reception and the relevant member of staff is not available, the member of staff on reception will email that member of staff via the helpdesk.
- Please provide your child's name and tutor group in your email and to whom your email is addressed.
- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time at evenings and weekends.
- We aim to respond to you as soon as possible and within 48 working hours. Part-time staff may take longer to reply.
- If there is a safeguarding concern, please email safeguarding@glossopdaleschool.org.uk. These concerns do not need to be sent via the helpdesk.

Meetings

- If a parent or carer requests a meeting, we will always direct initial contact to the most relevant member of staff, eg. Year Manager, SENDCO or Faculty Team Leader, as they will have the most comprehensive information on the child or the subject and can therefore provide the most immediate and personalised support. If there are any questions or concerns with this support, it will then be escalated to their line manager eg. an Assistant or Deputy Headteacher.
- Meetings should always be pre-arranged with members of staff.
- It is not possible to attend the school reception and ask to see a member of staff; you must always have a pre-arranged meeting.
- We will not be able to meet with a parent/carer if they arrive at reception without an appointment.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a Year Manager or senior member of staff to see you.
- For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.
- We know that, occasionally, students forget to bring in items of school equipment, such as PE kit or cooking ingredients. Please do not bring these items to reception to drop them off for your child as we do not have the capacity to distribute them.

Safeguarding

We are supported and regularly communicate with various agencies and groups of professionals who keep us informed on ways to meet students' needs to ensure that students can participate fully. Support comes from such services as Educational Welfare, Educational Psychologists and Social Care etc. We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our school should provide a safe and secure environment. When any member of staff has concerns about a child, these will be passed on to the Designated Safeguarding Lead, who may share this information with the Social Services. (See Safeguarding Policy). Should you have any safeguarding concerns please email safeguarding@glossopdaleschool.org.uk

This policy is linked with other Trust and School Policies. All School and Trust policies can be found on the School Website - <https://www.glossopdaleschool.org.uk/policies>

Social media

We use our social media channels to promote student achievements, subject information and generic educational information. Please check our website for this and links to our Facebook and Instagram pages.

We understand that sometimes parents or carers may be frustrated about issues that arise in school and we will always do our best to resolve these. We would prefer to discuss issues on an individual basis and therefore request that parents or carers contact us directly with concerns, rather than raise them on social media before we have had the chance to respond or investigate.

Social media should be used as an exclusively positive contribution to the local community; it is not supportive of the hard work that staff and students are involved in if students and other members of the community are exposed to individual issues or in-appropriate comments online. In school, we place a strong emphasis on students developing our THRIVE values and therefore unprofessional behaviour online reflects negatively on our continued efforts as a school to uphold professional standards for staff and students.

Appropriate Communication

We ask that, if parents choose to communicate with school, that you do so courteously and politely. We expect our staff to do the same. Please understand that our staff are committed to resolving your enquiry and therefore any communication should remain professional and productive. We do not expect staff to respond to inappropriate communication and will take necessary action if we feel that parental communication (via telephone, email or in person) is rude, aggressive or abusive. While it is rare for inappropriate communications to occur within our community, we expect all members to interact respectfully with staff. Abuse, aggression, threats, discriminatory language, or unreasonable demands will not be tolerated. Excessive or disruptive communication, malicious complaints, or offensive behaviour may result in restricted contact, withdrawal of access to school premises, and, in serious cases, referral to the police or relevant authorities.

Following up on communication with school

Emails are monitored by our communication team to ensure that you receive a response. We will endeavour to respond within 48 hours. If you have not received a response from the school within three working days, please contact the school by emailing info@glossopdaleschool.org.uk and we will chase up your enquiry. Communication with parents and carers is important to us and we will continue to monitor this policy and our approach to improve the process further.

Links with other policies

The policy should be read alongside our other policies. All School and Trust policies can be found on the School Website - <https://www.glossopdaleschool.org.uk/policies>

Contact details

The table below is intended to help parents with information about who to contact in certain, common scenarios.

Issue	Who to contact	How
Any safeguarding concern	Designated Safeguarding Lead	safeguarding@glossopdaleschool.org.uk Tel: 01457 862336
Attendance/absence	Absence line Absence email	To report an absence, please email the following teams depending on your year group. If you have pupils in multiple years please email each of the relevant mailboxes: year7absence@glossopdaleschool.org.uk year8absence@glossopdaleschool.org.uk year9absence@glossopdaleschool.org.uk year10absence@glossopdaleschool.org.uk year11absence@glossopdaleschool.org.uk Alternatively, you can leave a message for each of the absence teams by calling 01457 862336 and following the instructions on the recorded message.
Welfare concerns e.g. Friendship issues, cyber bullying or questions about uniform	Please complete the Contact form or email info@glossopdaleschool.org.uk	Visit "Contact Us" on our website https://www.glossopdaleschool.org.uk/form/?pid=0&form=16
Concerns about your child's progress in a particular subject or homework	Please complete the Contact form or email info@glossopdaleschool.org.uk	Visit "Contact Us" on our website https://www.glossopdaleschool.org.uk/form/?pid=0&form=16
Questions about school transport	Please complete the Contact form or email info@glossopdaleschool.org.uk	Visit "Contact Us" on our website https://www.glossopdaleschool.org.uk/form/?pid=0&form=16
Questions about hiring our premises	Please complete the Contact form or email info@glossopdaleschool.org.uk	Visit "Contact Us" on our website https://www.glossopdaleschool.org.uk/form/?pid=0&form=16

Questions about exams	Please complete the Contact form or email info@glossopdaleschool.org.uk	Visit "Contact Us" on our website https://www.glossopdaleschool.org.uk/form/?pid=0&form=16
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