CtKCC
Christ the King Catholic Collegiate
Together as one community with Christ at the centre

Communication Policy

Date: December 2024

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Review: December 2026

Purpose

The purpose of this policy is to promote partnership between Christ the King Catholic Collegiate Multi-School Company (CtKCC), Schools, parents and carers, learners (children and students) and the wider community through efficient and effective communication.

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

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

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1. Definition of communication

Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflect on the CtKCC's and the Individual school's reputation. Parents and carers, Directors and students also have a part to play in reflecting the school's reputation. We strive to ensure that communications between all members of CtKCC community are clear, professional, timely and effective in their purpose.

2. Principles

CtKCC Academies use a number of different methods to maintain effective communication with parents and carers, other schools, the wider community and outside agencies. Depending on the nature of the communication, each School will use the most practicable means to contact the recipient.

Communication on issues that affect the safety and wellbeing of a student will be treated as a priority. Each School holds emergency contact details for all students; families are asked to alert the School immediately if contact information needs to be revised.

Staff will always seek to establish cordial relationships with parents and carers but they will ensure relationships are professional and parents will be addressed in a formal manner. Staff are to avoid developing close relationships with parents and carers. The use of a parent, carer or staff member's first name is not appropriate, therefore all communications will be to and from Mr, Mrs, Miss, Ms etc.

The Communications Policy embraces the principles of the Equalities Policy and E-Safety Policy.

3. Introduction

CtKCC MAC recognises the importance of clear and effective communications with all stakeholders (students, parents and carers, staff, Directors, the local and wider community outside agencies, etc), and is committed to being open and accessible for all who have an interest in the MAC.

The key stakeholders for any School are parents, carers and students and this policy addresses the main ways in which CtKCC MAC will ensure there is effective two-way communication between home and Academies.

4 Roles and responsibilities

4.1 Headteacher

The headteacher is responsible for:

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

4.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours or their working hours (if they work part-time). However, teaching staff and learning support assistants **will not respond** to communication whilst they are teaching or in charge of a class.

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.

4.3 Parents

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Responding to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our **Parental code of conduct.**

Parents should **not** expect staff to respond to their communication outside of core school hours or during school holidays.

5. Parents and carers as partners in their child's education

Parents and carers have a key role to play in their child's education. The Academies will make every effort to encourage and make arrangements for parents and carers to contribute to creating a shared view of their child's needs.

6. Aims of the policy

- To promote clear and open communication.
- To ensure that effective communication and consultation takes place between the Academies, parents, carers, students and other stakeholders;
- To ensure robust processes for consultation between the Academies, parents, carers and students;
- To make the Academies as welcoming and inclusive as possible. Signage will be clear, informative and positive;
- All written and telephone enquiries will be dealt with promptly and parents and carers can expect an acknowledgement within 2 working days;
- A variety of forms of communication with parents and carers for example, telephone contact, E-mail, post and text;
- Parents and carers are contacted for positive as well as negative reasons;
- Information is given to parents and carers on what students will be taught and tips for helping

their child will be provided. This information is also available via school websites and school specific learning platforms;

- Parents and carers will be encouraged to help or support their child's learning at school and at home. Information will be provided to enable this support to be effective.

7. How we communicate with parents carers and learners

The sections below explain how we keep parents up to date with their child's education and what is happening in 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.

7.1 Choosing the correct member of staff to address a query

Please see Annex A which details who to contact and how to progress any query that is not successfully resolved.

7.2 Letters

Staff will always reply to a letter from parents and carers as quickly as possible. A response to acknowledge receipt of a letter by telephone, letter or email, **will be made within 2 working days and will be formally responded to within 10 working days**. Letters must be processed through the School administration team and approved by a member of the Senior Leadership Team before posting. Copies of correspondence with parents and carers will be placed on student files. Any letters of concern or complaint should be dealt with in accordance with the CtKCC MAC Complaints Policy.

Each school will use standard templates for letters where possible.

Parents and carers are encouraged to provide a current E-mail address for prompt and effective communication. However, if we are unable to obtain a current email address for any parent or carer, the weekly communication will be delivered home in hard copy by their child.

7.3 E-mail

E-mail is a quick, effective way of communicating necessary information and is the academies preferred method of communication. **E-mails received will be treated in the same way as letters: acknowledged within 2 working days and responded to within 10 working days.** E-mails should be short and clear and the same care and consideration should be given as when sending a letter. Any items longer than a paragraph should be attached in word format.

Parents and carers may wish to contact the School via E-mail for a general enquiry as an alternative to telephone or letter. The academies E-mail addresses are as follows:

- Our Lady & St Werburgh's Catholic Primary School: office.olsw@ctkcc.co.uk
- St John Fisher Catholic College: office-sjfcc@ctkcc.co.uk
- St Mary's Catholic Primary School: office.stm@ctkcc.co.uk
- St Teresa's Catholic Primary School: stteresa@ctkcc.co.uk
- St Thomas Aquinas Catholic Primary School: office.sta@ctkcc.co.uk
- St Wulstan's Catholic Primary School: office.wul@ctkcc.co.uk

Under no circumstances should staff contact students or parents and carers using their own personal e-mail address. All correspondence should be via work e-mail.

7.4 Telephone Calls

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

In a non-emergency **a return call will be made within 2 working days, with any follow up action from the outline of the request/query/problem being dealt with within 10 working days.** Staff will make a file note recording details of any telephone conversations with a parent/ carer using the form at Annex B.

Staff should end a telephone call in the event of the parents or carers becoming angry or abusive. This should be reported immediately to a member of the Senior Leadership Team.

Please note that all calls are recorded for training and monitoring purposes.

7.5 Texts

Parents and carers may also be contacted by text, to inform or remind them of a particular event e.g. parents' evening, or late arrival. Texts will also be used in the event of emergency closure.

7.6 Absence

If a child is absent, parents and carers are asked to contact the relevant School as soon as possible on the morning of the absence and in accordance with the Absence Policy. In the event of failure to notify the school on the first day of any absence a text will be sent or telephone call will be made requesting that the parent/carer contacts the school to confirm the student's absence (safeguarding).

7.7 Meeting with Parents and carers

Parents and carers wishing to meet a member of staff must contact the school to make an appointment. **This request should be responded to within 2 working days.**

Parents and carers should report to reception prior to meeting with a member of staff. A member of staff will ask a colleague to accompany them. A record of the meeting will be taken by the member of staff involved using the form at Annex C.

Staff should call a meeting to a close in the event of the parents or carers becoming angry or abusive. This should be reported immediately to a member of the Senior Leadership Team.

7.8 Social Networking

Other than social networking sites that have been established specifically for the purpose of teaching and learning/events fixtures etc staff will not communicate with parents and carers or students via any social networking sites nor will they accept them as 'friends'.

A number of Departments and subject areas within CtKCC do host networking sites that provide school/subject specific information and resources. A child's teacher will provide information and recommendations for accessing relevant sites appropriate to each child.

7.9 Parent and carer use of Social Networking and Internet Sites Overview

Social networking sites such as Facebook, Instagram and Twitter are now widely used. This type of media allows people to communicate in ways that were not previously possible. However, such sites can be inappropriately used by some as a means of expressing negative or offensive views about CtKCC, its schools and staff. This document sets out the CtKCC approach to parental use of such sites, the procedures we will follow and action we may take when we consider that parents and carers have used such facilities inappropriately. When we refer to parents and carers in this document, we also include relatives or anyone associated with CtKCC and its schools.

7.9.1 Objectives

The purpose of this section of the policy is to:

- Encourage social networking sites to be used in a beneficial and positive way by students, parents and carers;
- Safeguard students, staff and anyone else associated with CtKCC from the negative effects of social networking sites;
- Safeguard the reputation of CtKCC from unwarranted abuse on social networking sites;
- Clarify what CtKCC considers to be appropriate and inappropriate use of social networking sites by students, parents and carers;
- Set out the procedures that CtKCC will follow where it considers students, parents or carers have inappropriately or unlawfully used social media sites to the detriment of CtKCC, its schools, its staff or its students, and anyone else associated with CtKCC; and
- Set out the action CtKCC will consider taking if students, parents or carers make inappropriate use of social networking sites.

7.9.2 Appropriate use of social networking sites by parents and carers

Social networking sites have potential to enhance the learning and achievement of students and enable parents and carers to access information about the academies and provide feedback efficiently and easily. In addition, Christ the King Catholic Collegiate Multi-School Company recognises that many parents and carers and other family members will have personal social networking accounts, which they might use to discuss/share views about School issues with friends and acquaintances. As a guide, individuals should consider the following prior to posting any information on social networking sites about Christ the King Catholic Collegiate Multi-School Company, its staff, its students, or anyone else associated with the school:

- Is the social networking site the appropriate channel to raise concerns, give feedback or express these views;
- Would a private and confidential discussion with the School be more appropriate? E.g. if there are allegations or concerns being raised. Social media sites should not be used to name individuals. The School should be contacted directly to discuss

any concerns a parent or carer may have;

- Are such comments likely to cause emotional or reputational harm which would not be justified, particularly if the School has not been given the opportunity to investigate any concern;
- The reputational impact that the posting of such material may have on the School or Christ the King Catholic Collegiate Multi-School Company; any detrimental harm that the School may suffer as a result of the posting; and the harm that such a posting may have on students' learning.

7.9.3 Inappropriate use of social networking sites by parents and carers

Although social networking sites may appear to be the quickest and easiest way to express frustrations or concerns about the School (and those associated with it), it is rarely appropriate to do so. Other channels, such as a private and confidential discussion with the School, or using the Christ the King Catholic Collegiate formal complaints procedure are much better suited to this.

Christ the King Catholic Collegiate Multi-School Company considers the following examples to be inappropriate uses of social networking sites. (This list is non-exhaustive and intended to provide examples only):

- Making allegations about staff or students (Cyber-bullying);
- Making complaints about the School or a member of staff;
- Making defamatory statements about the School or staff;
- Posting negative/offensive comments about CtKCC policy or practice.

Parents should also ensure that their children are not using social networking/internet sites in an inappropriate manner. It is expected that parents and carers explain to their children what is acceptable to post online. Parents and carers are also expected to monitor their children's online activity, including in relation to their use of social media.

7.9.4 Procedure Christ the King Catholic Collegiate Multi-School Company will follow if inappropriate use continues

CtKCC will always try to deal with concerns raised by parents and carers in a professional and appropriate manner and understands that parents and carers may not always realise when they have used social networking sites inappropriately. Therefore, as a first step, the school(s) will usually discuss the matter with the parent or carer to try and resolve the matter and to ask that the relevant information be removed from the social networking site in question. If the parent or carer refuses to do this and continues to use social networking sites in a manner CtKCC inappropriate, we will consider taking the following action:

- Take legal advice and/or legal action where the information posted is defamatory in any way or if the circumstances warrant this;
- Set out the CtKCC concerns to the parent or carer in writing, giving them a warning and requesting that the material in question is removed;
- Contact the police where CtKCC feels it is appropriate, for example if it considers a crime (such as harassment) has been committed or in cases where it is considered to be grossly obscene or threatening violence;

- If the appropriate comments have been made on the school website or online forum, the school may take action to block or restrict that individual's access to the forum.

7.10 Reports and Progress

Parents and carers receive an annual report to provide information about their child's progress in each subject.

In addition, parents and carers have the opportunity to meet their child's subject teachers at least once a year, at parents' evening.

Parents and carers should contact the school if issues arise about their child's progress or wellbeing.

The first point of contact should be the school's reception.

We welcome the presence of any other adult a parent or carer wishes to invite to a school meeting for support or to act as an interpreter. We will endeavour to make any reasonable adjustments that may be necessary to enable a parent or carer with a disability to participate fully in a meeting or to receive and understand a communication.

7.11 Christ the King Catholic Collegiate Multi-School Company Websites

Christ the King Catholic Collegiate Multi-School Company website and individual School websites provides a range of information about CtKCC and its schools.

CtKCC website is used to:

- promote CtKCC to a wider audience;
- provide access to CtKCC policy documents;
- provide access to statutory documentation;
- link to the individual school websites.

7.12 Virtual Learning Environment (VLE)

Each school has a VLE which provides access to online learning. A VLE is a powerful tool for motivating learners as it gives them more choice and flexibility about when and where they complete their learning. It also encourages parent and carer involvement in learning, especially with extended learning tasks.

The school VLE is a good source of general information may include:

- Curriculum plans and resources
- Copies of letters to parents and carers
- Information about lessons / additional study

7.13 School Calendars and Newsletters

A calendar of planned school events is available on the school websites and is updated as necessary throughout the year.

Newsletters are published on a weekly and termly basis; a link to an electronic copy of this is e-mailed to all parents and carers as well as being published on the school websites. However, if we are unable to obtain a current email address of any parent or carer, the weekly

communication may be delivered home in hard copy by their child.

7.14 Communication between students and staff

Two way communications between students and staff is an important aspect of school life. CtKCC welcomes and encourages students to engage in conversation with all members of staff within the school.

When communicating with a member of staff students should:

- Stand in front of the member of staff they are speaking with and make eye contact;
- Address the member of staff using their formal name e.g. Mrs Smith, Miss, Sir etc, never referring to a member of staff by their first name;
- Be respectful, do not talk over, raise voice or walk away before the conversation has ended.

Staff should also show respect when talking with learners.

7.14 Communication between students and staff via email

Older learners who have been issued a CtKCC email address may communicate with staff via email about their schoolwork. Only the CtKCC email may be used for such communications by both students and staff.

When sending emails learners should:

- Address the member of staff using their formal name e.g. Mrs Smith, Miss, Sir etc, never referring to a member of staff by their first name;
- Be respectful and courteous in their tone.

Staff should also show respect when communication via email with learners.

7.15 School trips, visits and activities

Christ the King Catholic Collegiate Multi-School Company will endeavour to publish all proposed trips, visits and activities on the respective School calendar at the start of each academic year. Parents and carers will be notified by letter or email of trips, visits and activities that their child/children may wish to participate in as early as possible, and within at least six weeks of the proposed trip, visit or activity. Occasionally opportunities arise during the academic year to offer students additional trips, visits or activities that were not known or available when the calendar was published. The School will always ensure parents and carers are notified of any additional opportunities for their child as soon as possible to ensure parents and carers have adequate time to plan for such events.

7.16 Severe weather and emergency closure

In the event of emergency closure communication will be made to parents and carers via text, parents and carers should also tune in to local radio and check the School website and social media channels (e.g. Facebook and Twitter). School emergency closures may also be published on the Stoke-on-Trent and/or Staffordshire Local Authority websites.

7.17 Other

In addition to the above forms of communication:

- The school prospectus is published on the website. Prospective parents and carers may receive a printed copy of the prospectus upon request;
- Prospective parents and carers are invited to an Open Evening in the September of the year preceding their child's year of entry to the School;
- Prospective parents and carers are invited to attend open mornings and/or individual school tours to enable them to see the School operating;
- Prospective parents and carers are invited, along with their child, to an induction evening in June or July where the main channels of communication are outlined, and important information will be shared;
- General information about the school is available via a promotional video which can be accessed via the school website or social media feed.

8. Supporting parents/carers of learners with Special Educational Needs and Disabilities (SEND)

8.1 CtKCC recognises the importance of positive relationships with parents and carers of all students with additional needs. The revised SEND Code of Practice emphasises the importance of positive, supportive attitudes to parents and carers and user-friendly information and procedures. All professionals will make every effort to ensure effective communication with parents and carers.

8.2 All staff within CtKCC are expected to help parents and carers understand how to contribute effectively to their child's education and will make every effort to ensure that parents understand their rights and responsibilities. All relevant information will be provided in a way for all to understand and respond to.

8.3 When students have special educational needs and they are making less than the expected progress or if they are experiencing behavioural difficulties, we would expect to meet with parents and carers more regularly.

9. Communication with other Schools and outside agencies

9.1 Prior to students joining Year 7, staff members from St John Fisher Catholic College visit the primary Academies, to gain further information to help support the students' primary/secondary transition. We recognise that children have diverse needs, and we are supported by various agencies and groups of professionals who keep us informed on better ways to meet these needs, so that children may participate more fully. Support comes from medical services (such as speech and language therapy, occupational therapy and physiotherapy), from educational psychologists, from health professionals and specialists.

9.2 Support also comes from various welfare-focused services, such as Educational Welfare, Social Services and Child Protection Units. We recognise that children have a fundamental right to be protected from harm, that their protection is a shared responsibility, and that our Academies should provide a safe and secure environment (see the School's Safeguarding policy).

9.3 We hold information on all students in our Academies and from time to time we are required to pass some of this information to others for educational purposes. Details will be sent to parents about the types of data we hold, why we hold that data, and who we may pass it on to. This is a requirement under the General Data Protection Regulations (GDPR).

9.4 Parents and carers have a right to view the information we hold and we have contact details of the agencies to which our information is passed.

Further information can be found in the CtKCC Data Protection policy.

10. Investigating incidents

When investigating an incident involving students, School members of staff interview all students involved and ask them, if sufficiently competent, to complete a written account. The school is not permitted (under GDPR) to share any information that would identify any students. However, we fully co-operate with any police investigation and provide information to the police upon request. A record of the interview is to be maintained using the form at Annex D. Incidents requiring intervention will be recorded using the form at Annex E.

11. Monitoring, evaluation and review

11.1 Christ the King Catholic Collegiate Multi-School Company will review this Policy at least every two years and assess its implementation and effectiveness. The Policy will be promoted and implemented throughout Christ the King Catholic Collegiate Multi-School Company.

ANNEX A: To whom should my query or concern be addressed?

If you have a general query or concern, not specific to your child, please contact the relevant School reception on:

Our Lady & St Werburgh's Catholic Primary School:

01782 973888 or by e-mail at office.olsw@ctkcc.co.uk

St John Fisher Catholic College:

01782 307551 or by email at office-sjfcc@ctkcc.co.uk

St Mary's Catholic Primary School:

01782 619685 or by email at office.stm@ctkcc.co.uk

St Teresa's Catholic Primary School:

01782 307550 or by e-mail at stteresa@ctkcc.co.uk

St Thomas Aquinas Catholic Primary School:

01782 307530 or by email at office.sta@ctkcc.co.uk

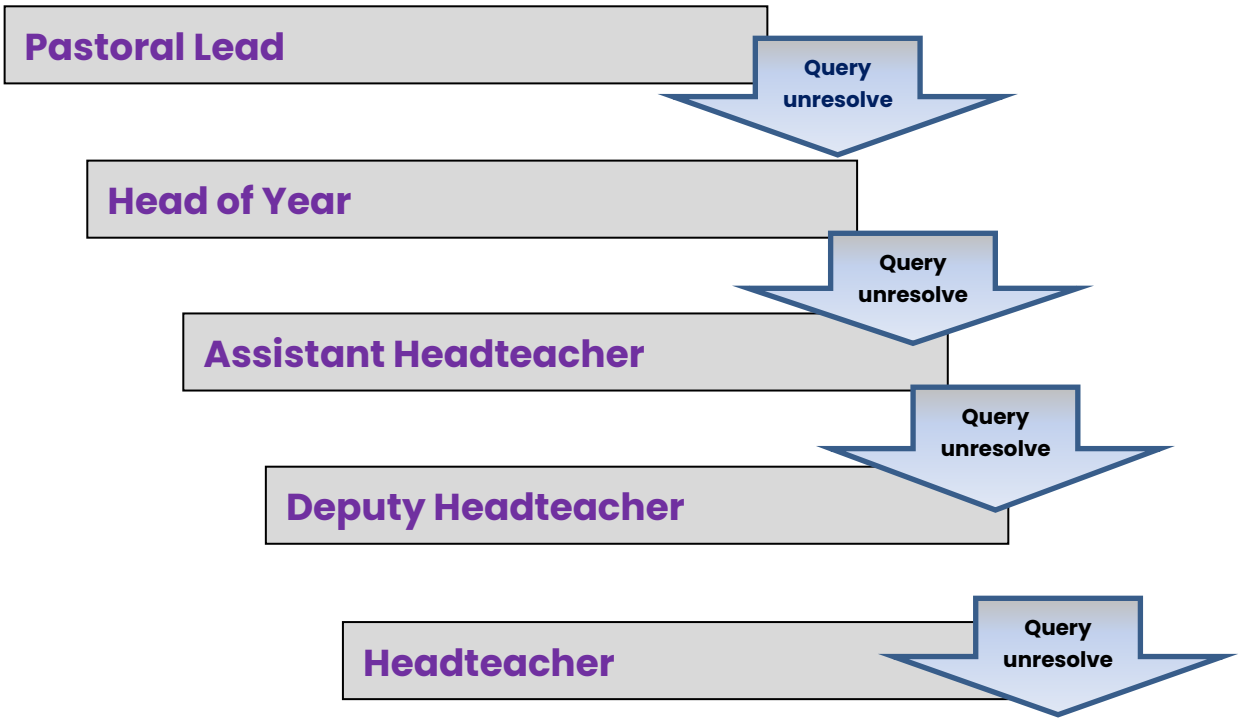
St Wulstan's Catholic Primary School:

01782 973722 or by e-mail at office.wul@ctkcc.co.uk

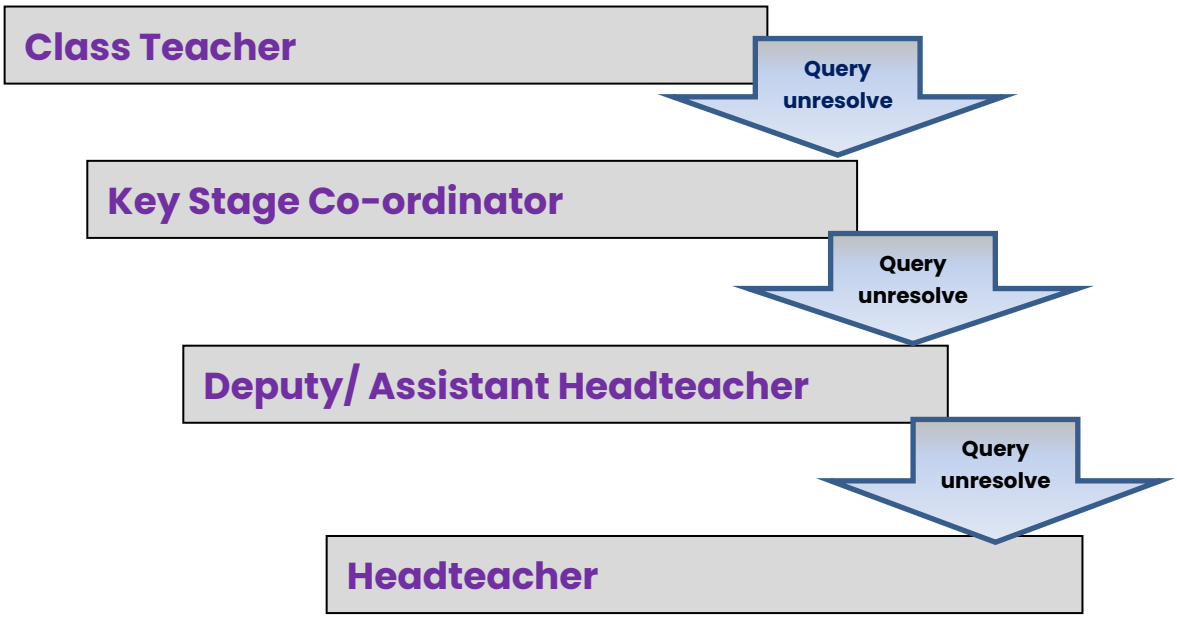
If your query or concern is about your individual child please follow the communications route on the next page.

Query about my child's learning / behaviour or non-compliance / well-being

St John Fisher Catholic College:



Primary Schools:



If, following the communications route above you are still dissatisfied with the response you may complain to the Multi-School, please refer to the CtKCC Complaints Policy available on the CtKCC website.

ANNEX B: Record of Telephone Conversation

[Insert School Name] **Parental Telephone Contact**	

Parent Name	
Learner Name	
Relationship to Learner	
Learner Year & Form Group	

Reason for Phone Call:

Details of Discussion:

Continued overleaf (tick if appropriate) ◯

Outcome of Conversation:

Further Intervention Required: Yes No (Circle as appropriate)

Member of Staff taking notes_____ **Date**_____

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ANNEX C: Record of Parental Meeting

[Insert School Name] **Parental Meeting**	

Learner Name(s)	
Learner Form Group	
Learner Teaching Group(s)	
People present:	
Reason for Meeting:	
Details of Discussion: Continued overleaf (tick if appropriate) ◌	

Action to be taken (include person responsible & timescale)	Agreed?

Member of Staff taking notes_____ **Date**_____

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ANNEX D: Learner Discussion

[Insert School Name] **Learner Discussion**	
Learner Name	
Learner Year & Form Group	
Time/Period	
Location	
Other learners involved	
Other staff involved	
Role in situation	
Details of Discussion (include learner suggestion for resolution): *Continued overleaf (tick if appropriate)* ◌	
Action to be taken (include person responsible & timescale)	
Parents Notified *(tick if appropriate)* ◌	

Member of Staff_____ **Date**_____

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ANNEX E: Learner Intervention

[Insert School Name] **Learner Intervention**	

Learner Name	
Learner Year & Form Group	
Learner Teaching Group(s)	

People present:

Reason for Intervention:

Details of Intervention Discussion:

Continued overleaf (tick if appropriate) ◯

Action to be taken (include person responsible & timescale)	Agreed?

Member of Staff_____ **Date**_____

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