



New Direction School



Communication Policy

Reviewed Date:	Reviewed By:	List of changes	Next Review
August 2021	Luke Collins	<ul style="list-style-type: none"> added Class charts to communication 	August 2022
August 2022	Luke Collins	<ul style="list-style-type: none"> Reviewed with no Changes 	August 2023
August 2023	Luke Collins	<ul style="list-style-type: none"> Reviewed with no Changes 	August 2024
October 2024	Adrian Anderson	<ul style="list-style-type: none"> Reviewed with changes to MIS from Class charts to Arbor Minor edits 	August 2025

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1. Introduction

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

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

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

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents are effective, timely and appropriate
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents in line with this policy and the school's 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 not** respond to communications outside of school hours (9am to 4pm), or their working hours (if they work part-time), or during school holidays.

2.3 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
- Respond 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 parent code of conduct.

3. How we communicate with parents and carers

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.

3.1 Arbor

Our main method of communicating to parents will be through the Arbor platform. This allows us to send messages to you as well as sending notifications and consent forms through the platform. Each student's parent/carer will be given a log in to Arbor so they can access the platform. This can be done through an internet browser or preferably through an app on your phone allowing notifications to come through on your phone for a more responsive method.

3.2 Email

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

- Scheduled school closures (for example, for staff training days)
- School surveys or consultations
- Meetings

3.3 Text messages

We may occasionally text parents about:

- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

3.4 Phone calls

We will communicate through phone calls where urgent contact is needed or we wish to discuss a student's behaviour and progress with a parent. If a student is absent and we have not been informed we will phone to find out where the student is.

We ask that parents call the office (01246810456) and leave a message if an urgent message needs to be passed to staff or to report a student's absence.

3.5 Letters

We may send the following letters home if you do not have access to the Arbor platform:

- Letters about trips and visits
- Inset day letters
- Consent forms
- Our newsletter

3.6 Reports

Parents receive reports from the school about their child's learning, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

3.7 Meetings

We will hold and arrange annual review meetings for all students. There may be other meetings we will be involved with or asked to arrange. We will communicate with you at the earliest opportunity to arrange these. We may also ask for extra meetings during the year if there is anything we need to address.

3.8 School website

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

Parents should check the website before contacting the school.

4. How parents and carers can communicate with the school

Please use the list to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

4.1 Arbor

Arbor is our preferred means of communication for all school communication. Messages can be sent to us through this platform and we will always aim to respond within 3 working days.

4.2 Email

Parents should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to respond in full (or arrange a meeting or phone call if appropriate) within 3 working school term days.

If a query or concern is urgent, and you need a response sooner than this, please call the school.

4.3 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the school office and the relevant member of staff will contact you within 3 working days.

If this is not possible (due to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within 3 days of your request.

If your issue is urgent, please call the school office (01245 810456).

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.4 Meetings

If you would like to schedule a meeting with a member of staff, please email luke@new-direction.org.uk

We try to schedule all meetings within 5 working days of the request.

While teachers are available at the beginning or end of the school day if you need to speak to them urgently, we recommend you book appointments to discuss:

- Any concerns you may have about your child's learning
- Updates related to pastoral support, your child's home environment, or their wellbeing

5. Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

- English

Parents who need help communicating with the school can request the following support:

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

We can make additional arrangements if necessary. Please contact the school office to discuss these.

6. Monitoring

The Proprietor will regularly monitor the operation of this policy and its procedures.

Review

This policy will be reviewed annually by the Proprietor and key staff.