



Communication Policy

Issue No: 4

Date Issued: March 2026

Date of next review: March 2029

1. Introduction

To ensure that we are a thriving and successful school, we must communicate effectively with each other, with our pupils, with their parents and with other members of the wider community. We need to ensure that communications between all members of our community are clear, professional, timely and appropriate.

2. Definition of Communication

Good communication is much more than the exchange of information. Effective and interactive communication ensures that information is transmitted, understanding is developed and shared, trust is built, confidentiality is respected, and action is coordinated. We should also remember the importance of listening.

Every member of staff has a responsibility to support effective communication and must recognise that the quality of their communication reflects on the school's reputation. Parents and carers also play a vital role in maintaining positive communication by engaging respectfully, providing accurate information, and raising queries or concerns through appropriate channels. Communication includes not only the message itself but also how that message is conveyed; not only the responsibility to communicate but also how effectively that responsibility has been carried out.

3. Principles and Aims

All communications at St George's Catholic Voluntary Academy should:

- Keep staff, pupils, parents, governors and other stakeholders well informed
- Be open, honest, ethical and professional
- Use jargon-free, plain English and be easily understood by all
- Be actioned within a reasonable time
- Use the methods of communication most effective and appropriate to the context, message and audience
- Ensure that staff are fully informed of all relevant activity within the school to enable them to be as effective as possible in their role

- Take account of relevant policies within the school
 - Be compatible with our Core Values and School Development Plan
 - Ensure written communications with parents and other external contacts comply with agreed practice and are checked by the Headteacher or Deputy Headteacher before being sent out
 - Ensure consultation issues, plans and changes that may affect the work of the school are inclusive of all appropriate stakeholder groups
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4. Responsibilities

This section details the responsibilities of the different groups within the school.

Senior Leadership

- Ensure information is made available to staff in a timely manner and via appropriate channels, where practicable face to face
- Ensure staff have the relevant information available to communicate with colleagues effectively
- Maintain open channels of two-way communication and listen to feedback and comment from all staff
- Keep governors informed of developments and concerns

All Staff

- Communicate regularly with each other, preferably face to face, to ensure information is available and understood within the context of the classroom and working environment
 - Ensure they are informed and have access to information in order to be as effective as possible in their role
 - Use open channels of two-way communication to keep the leadership team and colleagues informed
 - Be proactive in keeping informed and updated about all aspects of school life
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5. Internal Methods of Communication

- All staff receive a Staff Handbook, updated annually, providing important information about organisation and procedures within the school
- An integrated programme of meetings facilitates staff involvement, both formal and informal (e.g. staff meetings, teaching assistant meetings, lunchtime supervisor meetings, briefings)
- Senior Leaders meet weekly to share information, plan strategically, monitor, evaluate and clarify forthcoming tasks, deadlines and events. Senior leaders must share updates with their phase team and ensure consistency of understanding within their phase
- Time is allocated for structured opportunities for staff to engage in team working and contribute to subject leaders' reflection on priorities, activities and future plans
- Information and notification of initiatives are communicated through email where appropriate. Email is quick and effective but should not replace face-to-face meetings where discussion is required. Staff should not send work-related emails after 5:00 p.m. on weekdays or at weekends unless there is a genuine emergency or safeguarding concern. Where emails are written outside of normal working hours, staff are expected to use the "schedule send" function so that messages are delivered during the next working day. This supports staff wellbeing and helps to maintain appropriate boundaries between work and personal time.
- The school diary is accessible online to all staff
- The diary for the coming fortnight is discussed during weekly briefing meetings
- Generally, letters will go home via email through Arbor. On the rare occasion that we issue a hard copy

communication, this will be given directly to pupils.

6. Methods of Communicating with School

6.1 Email

If you wish to convey a message or speak to the class teacher, please use the class email address:

Class(insert number)@geo.srscmat.co.uk

For all other enquiries, please email: admin@geo.srscmat.co.uk

The office team will respond or direct your email to the appropriate person. All emails will be treated confidentially, and responses will be made by the member of staff addressed. Please specify the member of staff to whom the query is addressed.

We will respond to parents' emails within **2 working days during term time**.

6.2 Letter

Letters may be handed in or posted to the school office. All letters will be treated confidentially and responded to by the relevant staff member. Please specify the intended recipient. Inform office staff if the letter contains urgent information about your child.

We will respond within **2 working days during term time**.

6.3 Telephone

Telephone contact is appropriate for urgent enquiries, such as absence reporting. Please phone: **01332 766815**

If a response from a member of staff is required, we aim to respond within **2 working days**.

6.4 Appointments

Parents and carers are welcome to visit to ask questions, gain support or speak with staff. Appointments can be made via the office on **01332 766815**.

We aim to offer appointments within **3 working days**.

7. Website

The website provides comprehensive information about the school's provision and is regularly updated.

8. Home-School Communication

- A calendar of events is produced annually, updated each term and shared via newsletters and the website
 - A fortnightly newsletter provides details of events and activities
 - A Home–School Agreement is sent home at the start of the year for signature
 - At the start of each term, teachers write to parents outlining the forthcoming curriculum
 - Feedback from parents is welcomed through an annual survey, with outcomes reported back
 - Curriculum meetings are held to explain teaching approaches (Meet and Greet); additional meetings are held for new parents and for Years 1, 4 and 6 regarding national tests
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9. Written Reports

In the second half of the Summer Term, parents receive a written report on their child's attainment and progress across all curriculum areas.

10. Termly Learning Conferences

Parents meet with their child's teacher twice yearly via online meetings (School Cloud) in the Autumn and Spring terms. These involve the teacher, pupil and parent/carer and focus on progress, attainment and next steps.

Appointments can be booked online a fortnight in advance.

Where possible, parents/carers are encouraged to attend together to agree a shared approach to supporting learning. Separate consultations may be arranged in exceptional circumstances.

11. Arbor

- Parents are encouraged to register for Arbor for efficient communication and to make payments for meals and trips.
 - Arbor is used for newsletters, event information, payments, letters and targeted communications
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12. Governors

Governor details are available on the website. Governors can be contacted via the school:

Email: admin@geo.srscmat.co.uk

Written communications via the school office

Governors operate at a strategic level and will direct operational concerns to the school.

13. Communication with the Community

Community members are invited to events such as Masses, liturgies, fundraising events and productions. Guest speakers from churches, organisations and charities regularly visit the school.

14. Communication with Outside Agencies

The school maintains close contact with external support services including the Educational Psychologist, Learning Support Services, Library Service, Peripatetic Music Service, Education Welfare Officer and School Nurse.

15. Confidentiality

The school stores information about pupils and may share relevant data with authorised agencies for educational purposes in accordance with the Data Protection Act 1998. Parents have the right to view information held about their child.

18. Freedom of Information

Please refer to our Freedom of Information Policy.

19. Monitoring and Review

This policy will be regularly monitored and reviewed every three years or sooner if required.

Next review: March 2029
