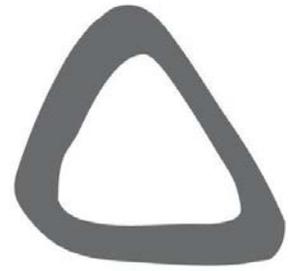


**Severndale**  
Specialist Academy



# **Communication Policy**

Date reviewed:	Autumn 2019
Next review:	Autumn 2020

## 1. INTRODUCTION

1.1. Clear communication is a vital part of the way we work; with parents and carers, and with colleagues. This policy provides a framework for this.

## 2. STAFF

### 2.1. Emails

2.1.1. All staff are expected to check their emails at least once a day.

2.1.2. Teachers are expected to respond to any parental query within 2 working days unless the issue is complex and requires further discussion. If this is the case, please send an acknowledgement email and explain that a response will follow.

2.1.3. The response time to colleagues **emails should be 2 days.**

### 2.2. Meetings

2.2.1. Meetings need to have an agreed start and finish time, be effectively chaired and minuted.

### 2.3. Agendas

2.3.1. Meetings should have a clear agenda, circulated in advance of the meeting. Agendas need to be realistic with a clear focus. Any papers to be considered at a meeting should be sent in advance with enough time for those attending to read and consider.

### 2.4. Minutes

2.4.1. All meetings with agendas should be minuted and the minutes electronically distributed within 2 working days.

### 2.5. Briefings

2.5.1. Electronic copies of briefing notes should be provided to all relevant staff as soon as possible.

## 3. PARENTS/CARERS

3.1. All communication with parents/carers will be carried out in a professional and timely manner. It is expected that parents/carers will also always communicate with us in a polite and respectful way. **Communication with parents will be recorded in the communication log on SIMS.**

### 3.2. Website

3.2.1. Most general information is available on the school's website. An outline of the projects and general activities to be covered during a half term will be published under the appropriate departmental area.

### **3.3. Email expectations**

- 3.3.1. Relatively straightforward questions/queries can often be answered via email. Please allow 2 working days for a teacher to respond. A copy of significant emails will be placed on the pupil's file.

### **3.4. Home/School Communication Books**

- 3.4.1. For communicating essential information in order to care for the child/young person. This will be completed on a daily basis for pupils on the main Monkmoor campus. Different arrangements will apply to our satellite provision. Respective Department Leads will provide information about these processes.

### **3.5. Telephone contact**

- 3.5.1. If teachers have an important or urgent issue, then we will contact parents by telephone. Similarly, if parents/carers have something they wish to discuss urgently, or the matter is more complicated, then a telephone call may be the best way to deal with this.
- 3.5.2. Please be aware that class teachers will not take calls during teaching time. A message may be left with reception, or you may want to speak to the Department Lead if they are available.
- 3.5.3. We aim to return calls the same day, but calls made late in the day may not be responded to until the following day. Calls will not be returned after 4:30 unless in an emergency.
- 3.5.4. A brief written summary on any significant telephone conversation should be placed on the pupil's record.

### **3.6. Face to face meetings**

- 3.6.1. Face to face meetings are often the best way to discuss and solve more complex issues. Meetings can be arranged by contacting the school by email or telephone.
- 3.6.2. Staff will arrange a mutually convenient time and date as soon as possible after the initial request is made, and no later than 5 working days after the request except in exceptional circumstances.
- 3.6.3. Any meetings which require the attendance of professionals not employed by the Academy could take longer to arrange and we cannot guarantee other professionals' attendance.
- 3.6.4. A brief note of the outcomes of meetings will be provided to parents/carers and also placed on the child's school file where appropriate.