

# Parent Communication Policy

<b>APPROVING BODY</b>	Headteacher/Head of School
<b>DATE APPROVED</b>	February 2026
<b>VERSION</b>	3
<b>SUPERSEDES VERSION</b>	2
<b>REVIEW DATE</b>	February 2027
<b>FURTHER INFORMATION / GUIDANCE</b>	

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## Appendix 1 - Infographic - Our Communication Policy

### 1. Aims

Communication is a fundamental aspect of school life and we recognise the role it plays in creating a positive, purposeful environment. The Carlton Academy is a community of approximately 1350 students, their parents, our staff, and governors. We all have a collective responsibility to communicate in a respectful matter. This policy provides guidance to ensure we all communicate effectively with one another. In summary, the policy aims:

- to maintain effective, proactive communication systems
- to develop positive working relationships across all stakeholders

### 2. Objectives

All communications with school should:

- keep staff, students, parents and other stakeholders well informed
- use the method of communication most effective and appropriate to the context, method and audience
- be conducted in a timely manner
- be professional and respectful
- be jargon-free and be easily understood by all

### 3. Background and context

This policy aims to promote the essential partnership between the school, parents, staff, students and the wider community through efficient and effective communication. Good communication should allow and encourage all stakeholders to participate in the development of the school and support our overarching aim of 'raising achievement for all our students'.

### 4. Communication Statement

We strive to be an open and approachable school that is committed to engaging with all stakeholders. We strongly encourage all those who may wish to communicate with our school to do so in a manner that does not discriminate against any member of our diverse community and consistently adheres to this policy.

We take any aggressive behaviour or threatening language towards any member of our staff seriously, whether this is during a telephone conversation, email or during a visit to the school. If a caller or visitor's behaviour is deemed discriminatory, rude, abusive or aggressive, they will be advised to stop their behaviour. If the behaviour persists, we will terminate the call or ask the visitor to leave the premises.

Parents and visitors should be aware that a request for an appointment must be made in advance if they wish to see a particular member of staff.

## 5. Communication Guidance for Parents

- **Please see the Home/School communication guide** at the bottom of this document to decide how to begin communication with school.
- **Our office hours are 08.00-16.30 (Friday 08:00-16:00)** in term time - staff are not expected to be available in the evenings or at weekends.
- **We will aim to respond within 2 full working days** - we want our communication to be timely as this is in the best interest of our students, and we will endeavour to respond to all appropriate communications. We will prioritise communications based on need. There may be times that we are able to respond sooner than this; however, there may also be times when school is exceptionally busy, when this timescale is not achievable or unless the timescale documented in a separate policy specifies otherwise.
- **No Response** - if you have not received a response from the school within two full working days, and your communication is important you may contact the school by emailing [office@theacademycarlton.org](mailto:office@theacademycarlton.org) or use the link to the **Contact Us** form on the school website and we will follow up your enquiry. Communication with parents is important to us, and we will continue to work with parents to monitor this and our approach to improve the process further.
- **Appointments with staff must be booked in advance** – to avoid disappointment. Should you wish to speak to a particular member of staff in person, you must make a scheduled appointment. During the school day all staff, regardless of position, have teaching and meeting commitments and cannot cover these to meet with unexpected visitors. **Parents should not come to main reception expecting to meet with a member of staff without a scheduled appointment.** Should this happen, your request for a meeting will be passed on to the appropriate member of staff by reception, and they will contact you in the time frame outlined above. The exception to this is if there is a serious safeguarding issue that needs reporting to the Safeguarding team.
- **All communication should be respectful**

## **Overview of communication methods:**

**Class Charts** - our preferred method of contacting you is via Class Charts. This allows us to communicate with parents quickly and cost effectively via web or phone app. We can send messages in the app and you can send messages back for free.

**Email** is also used for some communication – most importantly, important documents such as **reports, data capture sheets and letters** will be sent by email.

**Telephone calls** - will be made by school to parents where immediate contact with a family member is required, e.g., when a student injury of significance has occurred. A staff member will call the first named emergency contact as listed. Where no contact is made, a call will then be made to the second named contact. If no contact can be made, the member of staff will either leave an answerphone message or ensure that repeat calls continue to be made to the contact numbers, where possible.

## **Other useful places to find out important information**

The **Carlton Academy website** holds a wealth of information about the school. This includes upcoming events and information for parents and students.

The **TCA newsletter** is sent out every term via Class Charts and available to view on the school website. It allows us to keep parents and students regularly informed of any recent school news, upcoming events, key dates and updates.

**Social media** - we use our social media channels to share what has been happening in school. Through these channels you can find information and celebrations in respect of student achievements, subject information and generic educational information.

**A summary infographic of this guidance can be found in Appendix 1**

## 6. Home/School Communication Guide

### Part 1 – HOME to School

Why you need to contact school	Who you need to talk to/contact information	Contact details
Attendance and absence	Attendance team	<a href="mailto:attendance@theacademycarlton.org">attendance@theacademycarlton.org</a>
ClassCharts	ICT Team	<a href="mailto:ICTRequests@theacademycarlton.org">ICTRequests@theacademycarlton.org</a>
Specific subject matter	Class teacher	Class Charts
Specific pastoral matter	Form tutor	Class Charts
Subject /curriculum - general or elevated query	Subject leaders	Class Charts Or see email addresses on website
Elevated pastoral matter (only to be used for a very serious issue or if communication with tutor has left an issue unresolved)	Head of House	Class Charts Or see email addresses on website
Careers	Mr McArdle	<a href="mailto:s.mcardle@theacademycarlton.org">s.mcardle@theacademycarlton.org</a>
Parent Pay	Ms Legore	<a href="mailto:b.legore@theacademycarlton.org">b.legore@theacademycarlton.org</a>
General query	Reception	<a href="mailto:office@theacademycarlton.org">office@theacademycarlton.org</a> Tel: 01159550010 Or Contact form on website
Special Educational Needs (SEN)	SENCo – Miss Coleman	<a href="mailto:r.coleman@theacademycarlton.org">r.coleman@theacademycarlton.org</a>
Arranging an appointment	Should you wish to speak to a particular member of staff in person, you must make a scheduled appointment. We will aim to meet with you within five working days.	Reception or specific staff. Tel: 01159550010 <a href="mailto:office@theacademycarlton.org">office@theacademycarlton.org</a> Or Contact form on website
Safeguarding – for an urgent safeguarding matter	Ms Salvin - Designated Safeguarding Lead	<a href="mailto:TCA-SafeguardingStaff@theacademycarlton.org">TCA-SafeguardingStaff@theacademycarlton.org</a> Tel: 01159550010

## Part 2 – SCHOOL to home

Why is school contacting you?	Type of Communication	Details
<b>Progress and attainment</b>	<ul style="list-style-type: none"> <li>Academic reports and data collection sheets sent by email</li> </ul>	For details or guidance – Mr Byrne, Assistant Headteacher, <a href="mailto:J.byrne@theacademycarlton.org">J.byrne@theacademycarlton.org</a>
<b>Praise</b>	<ul style="list-style-type: none"> <li>Live on Class Charts</li> <li>Postcard home</li> <li>Email</li> <li>Rewards – in Class Charts or Certificates</li> <li>Phone call</li> </ul>	Class Charts rewards used by all teachers to reward students Other forms of praise used in different ways by different subject teachers
<b>Face to face</b>	<p>On website - calendared parents and staff meetings throughout the year:</p> <ul style="list-style-type: none"> <li>Post-16 Tutor Review meetings</li> <li>Parents' evening</li> <li>Parent Information Evening for specific year groups</li> <li>TCA Parent events and talks</li> </ul>	Focus and agenda items to be published prior to each event
<b>Online</b>	<p>On website - calendared parents and staff meetings throughout the year:</p> <ul style="list-style-type: none"> <li>Tutor Review meetings</li> </ul>	Focus and agenda items to be published prior to each event
<b>Behaviour</b>	<ul style="list-style-type: none"> <li>Serious incidents by telephone</li> </ul>	ALL incidents on Class Charts
<b>Policies, copies of letters home &amp; key dates</b>	<ul style="list-style-type: none"> <li>Class Charts</li> <li>Twitter</li> <li>Facebook</li> <li>Instagram</li> <li>Website</li> </ul>	Class Charts and social media will inform of major updates to the content on our website Policies, information and letters home published on website
<b>Important information or changes to information</b>	<ul style="list-style-type: none"> <li>Messages on Class Charts</li> <li>Email</li> <li>Twitter</li> <li>Facebook</li> <li>Instagram</li> <li>Website</li> </ul>	Emergency notices like snow closure days - on school website / social media, broadcast on local radio local authority websites
<b>Health issues</b>	School will phone	Please ensure school are aware of all existing health issues

## Appendix 1 – Communication Guidance for Parents



The  
Carlton  
Academy



Equality and Achievement



# OUR COMMUNICATION POLICY

PLEASE THINK ABOUT THESE **5 STEPS** BEFORE CONTACTING SCHOOL

1

### Consider which communication method is best for the situation.

Some conversations are best face to face, whilst others, given their nature, may be quickly resolved over the phone or via the 'Contact Us' form/email/Classcharts.



### Our office hours are 08.00-16.30 (16.00 Fridays) in term time.

Staff are not expected to be available in the evenings or at weekends or outside of term time.

2

3

### We will aim to respond within 2 full working days.

We want our communication to be timely as this is in the best interest of our students and we will endeavour to respond to all appropriate communications. We will prioritise communications based on need. There may be times that we are able to respond sooner than this; however, there may also be times when school is exceptionally busy, when this timescale is not achievable.



### Appointments with staff must be booked in advance.

Parents should not come to main reception without a scheduled appointment. Should this happen, requests will be passed on to the appropriate member of staff, to contact you in the time frame outlined above. The exception to this is to report a serious safeguarding issue.

4

5

### All communication should be respectful.

