



AVANTI GRANGE

SECONDARY SCHOOL

Communications Policy

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1. Introduction

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives. Modern communication methods can mean more efficient sharing of information, though this needs to be structured to ensure that it is manageable for staff whose primary responsibility is to teach young people.

Effective communication between parents and carers and schools is critical for creating a positive learning environment. We expect all parents and carers to communicate in a respectful manner with staff. Disrespectful, abusive, or threatening communications will not be tolerated. In such instances, we will take appropriate action, which may include restricting communication or involvement with the school, and involving law enforcement authorities if necessary. Our school community is committed to maintaining a safe and respectful environment for all students, staff, and families, and we appreciate your support in helping us achieve this goal through constructive and respectful communication.

2. Contacting the School

2.1 Telephone

Please use the main reception number to leave a message for a member of staff to contact you:

- Reception staff will relay messages as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will aim to respond to you within three working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

2.2 Email

Please use the general admin email avantigrange@avanti.org.uk if you need to contact staff. Our admin team will be able to direct your query to the correct member of staff.

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email accounts to be checked during a teacher's personal time.
- We aim to respond to you as soon as possible and within three working days. Part-time staff may take longer to reply. Those sent at weekends may not be dealt with until the following working week, and emails sent in holidays will probably elicit no reply until term time.
- Teachers on occasion may find it easier to email you regarding your child using the contact details we have on our system. It is acceptable to continue these conversations directly with the member of staff once they have contacted you, but any subsequent new question or issue should be raised through the avantigrange@avanti.org.uk address so that it can be tracked and routed accordingly.

3. Communication Between Home and School

Our commitment to communicating with you is documented in our Home School Agreement. This clearly lays down expectations of students, parents and the school in collaborating to educate young people in the best way possible.

3.1 Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- Form Tutor or Classroom Teacher (if query is relevant to a specific subject)
- Head of Year
- Assistant Principal
- Deputy Principal
- Principal

Meetings **should always be pre-arranged** with members of staff.

- We recognise that sometimes you receive news that may cause upset. It is not appropriate to come to school expecting to speak to a particular member of staff without an appointment. Appointments can be made via the school receptionist and a pre-arranged meeting will allow us to have the right information to hand and to meet with you at a time that both suits you and fits with that teacher's timetable and other fixed commitments.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

3.2 Contacting You

Our preferred method of contacting you is via email.

We also remind you that you have access to Arbor Parent App and Microsoft Teams which provide you with current information on attendance, consequences, reports and any prep that your child has been set.

Parent Teacher Consultation (PTC) evening and Academic Review Day (ARD) appointments are booked via Arbor.

Details surrounding co-curricular activities are shared with both parents/carers and via the school website and your child's Tutor Group Team (Microsoft Teams).

Sports teams and fixtures are all managed through your child's Physical Education Co-Curricular Team (Microsoft Teams).

If you need support with accessing these systems, please contact avantigrange@avanti.org.uk.

4. Social Media

4.1 School Social Media Feeds

We use our social media channels to promote student achievements, subject information and key events at the school. This is for the benefit of parents and students.

- Facebook – @AvantiGrangeSecondarySchool
- Instagram – @avantigrange
- Twitter – @avantigrange

Our social media feeds are not monitored for inbound messages. We are unable to respond to messages or comments. If you have a question about an event or other post on social media, please either email or call the school.

Our social media feeds operate on a 'best efforts' basis by staff whose primary commitment is to the teaching and learning of students. Expectations around frequency and timeliness of updates need to be moderated accordingly, particularly after normal school hours or during holiday periods.

We understand that parents and carers particularly enjoy updates and photographs from school trips. The primary concern of staff needs to be the safety and learning of students on the trip and there may not be time to post about trips in detail. Parents and carers should also be aware that we are often in parts of the country or abroad where there is limited signal, so it may only be possible to update at the end of the day. We will endeavour to update parents on the return time for trips, though we will always encourage students to contact home themselves directly where mobile phones have been permitted.

4.2 Appropriate Use of Social Media

Our social media sites contain terms and conditions relating to acceptable comments and posts. These terms and conditions are available on the main school accounts. We reserve the right to remove posts on these pages that breach the terms and conditions.

We are aware that some parents set up group chats for classes or year groups on WhatsApp, Facebook and other platforms. Whilst we recognise that these can be useful for some parents, these are not endorsed by the school and we will never post official messages on these forums. On occasion, information provided by parents on these forums can be inaccurate or not representative of the school's view. Please rely on official social media channels, the school website or email received directly from the school.

Our teachers and staff have a right to a personal life and to be protected from harassment online. We ask that parents never address staff members directly via social media and must not post inaccurate or defamatory statements about staff or the school on social media platforms. Personal communications relating to your child should not be shared within public forums as they can be taken out of context, for example a screenshot of an email message.

Contact with the school should be made using telephone, email or in person by appointment. Complaints to the school need to be addressed to the Principal in writing. Our full set of policies are available on our website.

5. In the event you do not receive a response

If you have not received a response from the school within three working days, please contact the school by emailing avantigrange@avanti.org.uk or telephone the school and we will follow up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.