



Communication Policy

Person responsible: Headteacher

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Introduction

At Alban City School we highly value the positive communication we have between home and school because this is vital for supporting our pupils' learning and wellbeing. This policy provides a framework for clear, professional, and respectful communication between Alban City School and staff, parents and carers, and the wider community. Our goal is to ensure that every child is supported through a strong partnership between home and school. We therefore expect all parents, carers and staff to follow the approach outlined in this policy.

Core Principles

We believe that effective communication should be:

- **Transparent:** Open and honest about school processes and pupil progress.
- **Timely:** Responding to inquiries within a reasonable timeframe.
- **Respectful:** Maintaining a professional tone in all interactions.
- **Inclusive:** Ensuring information is accessible to all families, regardless of their background or needs.

Standard Communication Channels

Channel	Purpose	Frequency
Arbor / App	Urgent alerts, newsletters, payments, bookings and consent forms.	Daily/Weekly
Email	Non-urgent inquiries and communication.	As needed
Social Media	Celebrating student success and general updates.	As needed
Website	Policies, term dates, events, statutory information and general information. Class blogs	Static Weekly
Phone	Attendance reporting or urgent individual matters.	Immediate
Face to face	Any communication	Daily in soft start, at the school office and after school in the playground*

*Members of staff are available both in soft start and at the end of the school day.

Please be aware however that their first priority is the safe arrival and collection of pupils from the school premises. If you need to discuss something in more depth, please arrange an appointment via the school office for when the member of staff can give you their full attention.

Contacting the school

Telephone: The school telephone number is 01727 860304. Office staff will relay messages to teachers as soon as possible. Please note lessons will never be interrupted for teachers to take calls. Office hours are 8am to 4pm Monday to Friday. A voicemail system is in place to take messages outside of these hours.

Email: The school email address is admin@albancityschool.herts.sch.uk . All email communication, whether from parents to staff or vice versa, should be sent through our office email address. This ensures that teaching staff can act on information received in an appropriate manner. **Emails are monitored during office hours only.**

All emails will be acknowledged by office staff before being passed to the relevant member of staff to respond to within an appropriate time frame, depending on the nature of the communication. Parents and carers should be aware that whilst an instantaneous response from the member of staff concerned is not possible, staff will aim to respond to emails within 3 school days. Part-time staff might take longer to reply. Please note that teachers will not check emails while teaching or during personal time (evenings after 5pm / weekends / school holidays).

Confidentiality

Staff will only discuss a child with their legal guardians in accordance with GDPR. Consent will be obtained from legal guardians before a child is discussed with an external agency. The only exception to obtaining consent is if serious safeguarding concerns for the child override the requirement for consent and communication is considered necessary with Children's Services, the Police or the Home Office to safeguard the child.

Addressing Concerns and Complaints

We understand that concerns may arise. To resolve issues quickly, please follow this escalation path:

1. Class Teacher: The first point of contact for any classroom or social issues.
2. Phase/Key Stage Leader: If the issue remains unresolved.
3. Headteacher: For serious concerns or matters of school-wide policy.
4. Governors: Only after the school's formal complaints procedure has been exhausted.

Our complaints policy is available on our website.

Emergency Communication

In the event of an unplanned school closure (e.g., extreme weather or heating / water failure), the school will notify parents via:

1. Text Message/Push Notification on Arbor App (Primary method)
2. Email
3. School Website Homepage

Use of Social Media

Any parent or carer who is concerned about an aspect of school should make immediate contact with a member of staff using the procedure outlined above rather than posting their concerns online. Parents/carers should not share school related information or images online or post material that may bring the school or any individual within it into disrepute. Negative postings about the school could impact on the reputation of the whole school community. Parents/carers are encouraged to speak to us directly so that we can work together to resolve any issues and safeguard the reputation of the school, staff, pupils and parents/carers.

Staff Privacy: Please do not send "friend requests" to staff members on personal social media platforms; these will be declined to maintain professional boundaries.

Whatsapp: We are aware that parents set up class group chats which can be useful for sharing information and reminders between parents. Personal comments about individual children or members of staff should never be posted.

Please see our Online Safety Policy on our website for more information.

Acceptable Behaviour and Working in Partnership

We are fostering a community where people are treated with respect and kindness. It is important that parents do not approach a child who is not theirs about a concern as this is not appropriate. It is also important that parents do not try to address their concerns directly with other parents where those concerns relate to incidents between children that happened in the school setting.

We are happy to meet with parents to discuss matters and to try and resolve concerns, however we will not tolerate any abuse towards our staff or other members of the school community. Raised voices, aggression, unnecessarily accusatory language, swearing, or threatening behaviour towards staff, pupils or other parents will result in immediate termination of the meeting. In serious cases the police may be called.

We will not tolerate confrontational, inappropriate, or bullying behaviours from parents in public, in communications to staff or on social media. If this behaviour occurs, parents will be warned in writing that a repeat of the behaviour will result in a limitation on how they can communicate with the school and how the school will communicate with them. These restrictions include (but are not limited to):

- A ban from school premises.
- The school only accepting communication from a parent at a set time and on a set day.
- Communication only being allowed by letter.
- Communication only being allowed through a third party.

In the event of a repeat of behaviour, or in serious cases during the first incident, the Headteacher will write to the parent imposing a ban in communication to the school other than for essential purposes (absence notification / incident at school etc.). The ban will range in length depending on the seriousness of the behaviour. Parents will be informed in the banning letter of their right to appeal the ban through writing to the Chair of Governors.

Review

This policy will be reviewed every two years by the Headteacher and should be read in conjunction with our Home-School Agreement and Online Safety Policy.