LAWRENCE SHERIFF SCHOOL RUGBY

A Teaching School Hub

COMMUNICATIONS POLICY (staff)

Review date	Summer 2026
Review period	Annual by SLT
Next Review date	Summer 2027
Reviewed by	Teresa Mpofu/SLT
Approving committee	SLT
Policy type	Not legislative
Other related policies	Staff protection policy Communications Policy (parents) E-safety policy Social Networking and Internet Policy

1 **Aims of the policy**

This policy covers communication with parents/carers outside of the normal channels of communication (Parents Consultation Evenings, Reports, Open Meetings and formal meetings when addressing whole groups of parents/carers).

It is frequently the case that members of staff need to communicate with parents/carers outside of the formal systems referred to above. The following guidelines should be used:

1.1 Written communication with parents should always be formal in tone. Whilst we cannot prevent parents from using an informal tone, we should not follow suit since this undermines what is in essence an official communication from the school.

1.2 A measured approach should always be taken about when to contact parents following any incident. For serious incidents, staff must liaise with SLT before contacting parents. For less serious incidents, staff can use their judgement as to when might be the best time to contact parents but, before doing so, they must ensure that they have all of the relevant facts.

1.3 All significant communications with parents must go onto the student's file **(or to a DSL via CPOMS if the conversation falls under the safeguarding agenda).** A note should be kept of telephone conversations and these should be passed to the school office **(or passed to a DSL via CPOMS if the conversation falls under the safeguarding agenda)**, pastoral leaders (Wellbeing, SEND, Heads of Year and Heads of House) will ensure that record keeping is

accurate and timely and record all contact via CPOMS.. If sending an email bcc pupilfile@lawrencesheriffschool.com so that a copy can be put on file.

1.4 If you contact home about a significant academic issue, your letter/email should first be checked by the relevant person: subject leaders' letters/emails checked by an appropriate member of SLT. Whether the letter is sent by email or by post it should be grammatically correct and contain no spelling errors. Regardless of what has already taken place, the tone must always be courteous.

1.5 Never use your own email address when contacting a parent or a student. Similarly, never make contact through social networking sites.

1.6 Do not pass onto parents any information about students other than their own child. This includes not talking about the child's position within the class (use personal best language).

1.7 If you are contacted by a student beyond the school day, you should choose whether to respond or whether to wait until school hours. If a student uses their private email address, reply via their school one and bcc to pupilfile@lawrencesheriffschool.com. Significant emails to students should also be bcc'd to pupilfile@lawrencesheriffschool.com.

1.8 It is clearly not necessary for emails between colleagues to follow these rules of formality (or technical accuracy) However, it is never acceptable for emails to break the rules of courtesy outlined above. If a comment could not easily be made face to face then it certainly should not find its way into an email.

1.9 It should not be the norm that staff are contacted by parents outside of school hours. If parents do contact staff outside of normal working hours (this is likely to be via email) staff are only expected to reply within normal school hours. Please refer to the Communications Policy (parents) for further details on these expectations. The only exception to this would be if the issue was an urgent Safeguarding issue that needed an immediate response.

1.10 When communicating with colleagues, particularly via email, please be mindful of timeframes. Please do not send emails that require a response within the working day as it is often not feasible for a member of staff to read and act on an email within one working day. If an issue is immediate please speak to the member of staff or get a message to the front office who can then coordinate a response.

1.11 In order to promote 'clear air' and balance the demands of different working patterns we ask that staff use the ***Schedule Send*** facility on outlook. This allows staff to work at a time that suits whilst giving all staff a definite break from work emails.

If parents become abusive in meetings, telephone conversations or emails please refer to the Staff Protection policy.