



THE DEANERY
Church of England High School and Sixth Form College

COMMUNICATION POLICY

April 2025

Next review date:	April 2026
Author:	Headteacher
Issue to staff:	Y/ N
Website:	Y/ N

1. Introduction

- The school aims to enjoy professional and productive relationships with parents and carers so that pupils can achieve their potential. It is important to have clearly laid out systems and protocols so that responses are prompt and consistent whilst enabling school staff to carry out their roles effectively. This applies to teaching staff, whose primary concern during working hours is to plan and teach lessons, and also to non-teaching staff, who carry out a range of vital roles in school.

2. Reporting a pupil's absence

- To register an absence please ring school and leave a message on the absence line (01942 768801 'Option 3'). This includes part-day absences.

3. Emergencies

- In case of emergencies parents should contact the school by telephone (01942 768801)

4. Queries and Concerns

- During school hours, the school is '*in loco parentis*' meaning that school is empowered legally to make decisions on behalf of pupils and in their best interests.
- However, there may, from time to time, be queries or concerns that parents wish to raise. These will be addressed promptly and consistently according to the time frames in this policy.
- **However, it is important to emphasise that a number of issues, in particular setting, uniform and sanctions (including detentions), are entirely internal matters for the school and are therefore not for negotiation.**
- To raise a concern the preferred form of contact is via email: enquiries@deanery.wigan.sch.uk
- Please register your query or concern as concisely as possible. It will be passed on by an administrator to the most appropriate person.
- In the case of queries and concerns relating to subject issues it is likely that the appropriate Curriculum Leader will respond. Other issues will normally be dealt with by the relevant Year Team
- In normal circumstances, we would hope to respond within **three working days**. The member of staff dealing with your concern may respond via email, by phone, or may ask you to come into school
- Staff emails are for internal use only; emails sent to individual staff addresses may not receive a response
- It will not be possible to transfer phone calls directly to teaching staff; the receptionist will transfer any concerns or requests onto email and they will be forwarded to the appropriate person
- If contact via email is not possible, parents may phone school during office hours (8am – 4pm).

5. Making an appointment

- If school feels it necessary to make an appointment, parents will be contacted
- It will **not** be possible to see any member of staff without a pre-arranged appointment
- The Headteacher also holds a weekly drop-in from 10:30am–11:30am on Thursdays when appointments are not needed
- When attending for an appointment, parents must sign in at Reception on arrival. A visitor's badge will be issued and a member of staff will escort parent(s) to a meeting room.
- **Please note that abusive or threatening behaviour will not be tolerated, either on the phone or in a meeting**

6. Contacting a pupil in school

- Pupils are not allowed to leave lessons to come to the telephone to accept an incoming call.
- Parents who wish to contact pupils to relay an urgent message may do so by telephoning school. To minimise disruption to teaching and learning we request that this facility should be reserved for emergencies only. Any urgent messages will be passed to the pupil concerned.
- The use of mobile phones by pupils during the school day is strictly prohibited. If pupils use a mobile phone to contact parents during the school day this will be treated as a significant breach of this rule and will result in the confiscation of the phone under the school's Behaviour Policy. If pupils need to contact home during the day they should go to pupil reception.
- Parents **must not** ring pupils on their mobile phones during school hours