



King David High School

Communication policy

Approved by: Board of Governors **Date:** January 2025

Last reviewed on: January 2025

Next review due by: January 2027

The aim of this policy is to ensure that effective communication and consultation takes place within the school and between the school, parents, carers, pupils and other stakeholders and that there are clear processes to facilitate this.

Communication between staff

- Only copy relevant parties into emails. Avoid send or reply all unless necessary (remember that you can use the KDHS-tofpupilname email address to send an email to just the teachers of a particular student).
- Staff may wish to state their working hours on their email sign off.
- Staff do not need to check or respond to emails outside of their working hours. Staff may want to consider whether having their work email on their mobile phone is beneficial to their wellbeing.
- Use professional and factual language. Remember, staff, students and parents can ask for copies of emails relating to them.
- Consider whether an email is appropriate when face-to-face communication may be more conducive.

Communication with parents

- The school will aim to reply to all written and telephone enquiries from parents within two working days.
- Parents and carers should be contacted for positive as well as negative reasons.
- Heads of year will inform staff of students where there is a reason that parents should not be contacted.
- Subject specific issues and concerns should be communicated by the Head of Department or subject teacher – subject teachers should copy in Heads of Department on messages. More general or pastoral concerns should be communicated by the Head of Year or Head of Key Stage.
- Under no circumstances should **any staff** contact pupils or parents and carers using their own personal email address or mobile phone.
- The school will not tolerate abuse towards members of staff from parents. Should a meeting or phonecall become abusive the member of staff should warn the parent and then end the meeting if the problems persist. If an email is abusive the member of staff should forward it to their line manager.

Passing on messages from parents

- When taking telephone messages or forwarding on calls please ask what it is regarding and pass on that information before connecting the call.
- Please be realistic about timescales for returning calls (two working days).

- Don't copy parents into emails passing on messages to staff.
- Please pass on the message to the appropriate person:
Heads of Department for subject specific queries or concerns. They may then choose to liaise with and delegate replying to subject teacher).

Head of Year/Key Stage/Yavneh for more general pastoral concerns. (They may then choose to liaise with and delegate replying to form tutor).

Communication between teachers and students

- Students will be discouraged from sending emails at unsociable hours.
- Staff do not need to check or respond to emails outside of their working hours. Staff may want to consider whether having their work email on their mobile phone is beneficial to their wellbeing.
- Teachers and students should use professional and factual language. Remember, staff, students and parents can ask for copies of emails relating to them.
- Consider whether an email is appropriate when face-to-face communication may be more conducive.

The school website

- The school website is used largely for communication with those outside the current school community, except in the case of emergency notices.
- The aim of the school website is to inform and promote the school to the wider community. Therefore, the website does not contain any content which would be considered to be for an 'internal' audience.
- Facebook, Instagram and Twitter are used to communicate news and successes to the student, parent and wider community. These are maintained professionally and monitored regularly.

This policy should be read in conjunction with:

- Freedom of Information Policy
- GDPR Policy