



Communication Policy

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Last Updated	1 st Version
Approved by the Governing Board	9 th December 2024
Date to Review	December 2025

**Christ the King Catholic High School
Communication Policy**



Mission Statement

“Love one another as I have loved you” (John, 15)

At Christ the King Catholic High School, student behaviour is a top priority. This behaviour for Learning policy applies to all our students all of the time including online. As a school we expect the highest of standards of behaviour in and out of school as well as representing our school in a variety of settings.

Our mission statement is very clear “Love one another as I have loved you” (John,15). Our foundations are built on the fact:

We believe that Jesus Christ and his Gospel Call – to love God and all people – are at the heart of what we do.

He inspires us, as children of God, to uphold the dignity of each individual.

We strive to develop a community in Christ which fully supports all in achieving their potential – spiritually, academically and personally.

The aim of this policy is to promote the essential partnerships between our school, parents/carers, staff, students, external agencies and the wider community through efficient and effective communication. Good communication should allow and encourage all stakeholders to participate in the development of the school and support our mission:

“Love one another as I have loved you.”

Christ the King Catholic High School believes that engaging and working with all stakeholders, particularly our parents/carers are vital in our role to provide children with an excellent education and a safe learning environment, as well as supporting our students in becoming the best version of themselves.

We remain committed to being an open and approachable school that engages with our community and puts our students at the heart of our decision making. As a school we also greatly value your support in enabling us to do this in an effective, timely and sustainable manner.

All staff at Christ the King Catholic High School are expected to show respect for everyone that they come into contact with during the course of their duties by being polite and courteous at all times. Staff will endeavour to deal effectively with any reasonable request that they receive from visitors and callers to our school. The school also expects all those who visit our school or contact our school treat our staff respectfully and courteously at all times. The same level of courtesy is expected with email communication. We strongly encourage all those who may wish to communicate with our school to do so in a manner that does not discriminate against any member of our community and consistently adheres to this communication policy.

At Christ the King Catholic High School we take any aggressive behaviour or threatening language towards any member of staff seriously, whether this is during a telephone conversation, email or during a visit to the school. If a caller or visitor's behaviour is deemed discriminatory, rude, abusive, aggressive or raises their voice to any member of community, they will be advised to stop their behaviour. If the behaviour persists, we will terminate the call or ask the visitor to leave the premises. A warning and a reminder of this policy will be issued by a member of the Senior Leadership team. Any further instances may result in our school not engaging with further communications.

Parents/carers and visitors should be aware that a request for an appointment should be made in advance if they wish to see a member of staff. We greatly value the support of parents/carers and the wider school community and we thank you for adhering to this notice.

We want our communication to be timely as this is in the best interests of our students and we will endeavour to respond to all appropriate communications. Due to the daily demands on our staff our aim is to respond to all appropriate communications within 48 hours, however there maybe times we can often respond sooner than this.

Communication with your child through the school day

It is important to note that students are not allowed access to their mobile phones whilst on school site and therefore are unable contact their parents/carers directly during the school day. Similarly, we ask parents not to contact their child during the school day. Arrangements for after school or transport home should be made before school. In an emergency, parents/carers should contact school and our office staff will do their best to ensure this information is passed on to your child.

Methods you can use to communicate with our staff

The section below identifies ways parents/carers, external agencies or members of our local community can communicate with our school. Some methods of communication are specifically for parents/carers whilst others are available to the wider community.

1. Telephone call

If you would like to discuss any issues or concerns with a member of staff you can telephone reception on 01772 252072 informing the receptionist of who you would like to speak to and if appropriate a brief description of what you would like to discuss.

2. Email

Emailing has the ability to serve as a quick and effective way of communicating. If you do not have the individual email address of the member of staff you wish to speak with you can email reception@ctk.lancs.sch.uk. This is checked on a regular basis and will be forwarded to the individual.

3. Groupcall

This is a method of communication specifically for the person who is priority contact for one of our students. This is a quick and easy way of sharing information relating your child. This can be used to inform school why your child is absent from school, if they have appointments and may need to leave school early. It can also be forwarded to individual members of staff if the information is subject specific or for Heads of Year.

4. Website

The school website (www.ctk.lancs.sch.uk) provides a range of information about the school. In the first instance parents/carers should check the website for answers to general queries.

The website includes information on the following areas:

- School term dates
- Admissions
- Important Policies
- SEND
- Staff lists and vacancies
- Curriculum information
- Transition
- Uniform
- Careers
- Pupil Premium

If a parent/carer or member of the local community would like to share information with us there is a link from our school website to a Microsoft Form to provide us with the necessary information. This form has the option to just share information or for a member of staff to provide feedback if this is deemed appropriate.

5. Class Charts

This is an app that can be downloaded, parents/carers will be issued with a unique code that will allow parents/carers to have a holistic overview of your child's day to day life in school and how they live out "THE CTK WAY". On this app you will be able to view:

- Your child's school timetable
- School announcements
- Merit totals for contribution to "THE CTK WAY"
- Past and upcoming detentions

6. Reports

Throughout the academic year parents/carers will receive reports which will provide information on Attitude to Learning and progress. These will be sent via post directly to parents/carers.

7. Meetings

Parents/carers are invited to attend annual parents' evenings. Some of these parents' evenings are via School Cloud, others are face to face. During these meetings, parents/carers can talk with teachers about their child's achievements and progress, the curriculum, their child's well-being or any other areas of concern.

Parents/carers of students with special educational needs (SEND), those who are looked after, or who have other specific requirements may also be asked to attend further meetings to address these additional needs.

How students should communicate with staff

Effective and positive communication between students and staff is an essential part of school life. The school welcomes and encourages students to engage in conversation with all members of staff and we believe that the positive relationships between staff and students underpins our friendly, supportive and productive learning environment. When communicating with a member of staff, students should:

- Address the member of staff with their formal title (Mr, Mrs, Miss or Sir). Students should not refer to staff by their first name
- Be respectful. Students should not talk over, answer back or raise their voice or walk away before the conversation has concluded
- Follow all safe and reasonable instructions at the first time of asking.

In return staff should speak to students with respect and in a calm manner.

Communication with peers

In line with our school behaviour policy, respect should be a central theme in all interactions with peers. Communication with other students should be polite, kind and thoughtful. As our classroom code states:

- Students have a right to learn
- Teachers have a right to teach
- Everyone has the right to safety, dignity and respect.

Online

We would expect the same standards of behaviour of all members of our community beyond the school day. We recognise that social media is a communication method that brings both positives and negatives. It is not our role as a school to investigate incidents that take place on an evening and weekend and we strongly recommend that you adopt the same principles online as you would in school. We have provided a range of advice for students in relation to safe and appropriate use of social media.