



Carshalton
High School for **Girls**

Communication Policy

Reviewed and agreed by Carshalton Local Governing Body:

Autumn 2024

Next Review:

Spring 2027

Policy Notes may be subject to review and revision at any time by the Carshalton Local Governing Body notwithstanding that the next review date has not been reached.

Review dates are for guidance only and whilst the intention is always to arrange reviews within the stated time frame all Policy Notes will remain in force until this has taken place and been formally approved by the Carshalton Local Governing Body.

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1. Introduction and Aims

The school recognises the importance of clear and effective communication between the school and parents/carers. The school is committed to being open and accessible with good communication between the school and the home being essential. Children achieve more when schools and parents/carers collectively work together because it:

- Gives parents/carers the information they need to support their child's education.
- Helps the school improve, through feedback and consultation with parents/carers.
- Builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

The aim of this policy is to promote clear and open communication by:

- Having the interests of the students at the heart of all communication.
- Explaining how the school communicates with parents/carers.
- Setting clear standards and expectations for responding to communication from parents/carers.
- Setting clear standards and expectations for parents/carers regarding communication.
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can receive a timely response.

This policy should be considered with other school and Trust policies.

- Attendance & Punctuality Policy
- Complaints Policy
- Data Protection Policy & Freedom of Information Policy
- Good Behaviour Policy
- IT Policy
- Online Safety Policy
- Safeguarding Policy

These policies can be found on the website: [CHSG & GLT Policies](#)

2. Roles and responsibilities

2.1 Headteacher

The headteacher is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents/carers in line with this policy and the Trust's Online Safety Policy.
- Responding to parents/carers in a timely manner and within a maximum 48 hours (2 working days). This may be a holding call/email if further action or investigation is required.
- Deciding which type of communication is most effective for each issue. Staff should consider that a telephone call is often a more personal approach with less opportunity for misunderstanding.
- If using a personal mobile, ensuring they keep their own number confidential and deleting the record of the outgoing call immediately afterwards.
- Working with other members of staff to make sure parents/carers get timely information if they cannot address a query.
- Ensuring that their telephone answerphone messages are personal to them and that messages are checked daily.
- Ensuring that their CHSG email signature is set up and that emails are checked daily. Part-time work hours should be clearly identified and out of office responses providing the contact details of an alternative contact should be set up.
- Ensuring that out of office email messages are updated when appropriate.

- Ensuring language is appropriate and formal, on topic and with no personal or inappropriate comments about students or staff.

Staff will aim to respond to communication during their school working hours. In line with promoting staff wellbeing and finding a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are not expected to do so.

2.3 Parents and Carers

Parents/Carers are responsible for:

- Checking all communications from the school regularly.
- Ensuring that communication with the school is respectful at all times.
- Making every reasonable effort to address their communication to the appropriate member of staff in the first instance.
- Responding to communications from the school (such as requests for meetings) in a timely manner.
- Ensuring their contact details are kept up to date. Any changes should be emailed to the school email office@chsg.org.uk .

Any communication that is considered disrespectful, abusive or threatening will be treated in line with Parent Code of Conduct Home School Agreement (found in the Good Behaviour Policy).

Parents/carers should not expect staff to respond to communication outside the individual's school working hours.

3. How We Communicate with Parents/Carers

Parents/carers should monitor all of the following regularly to make sure they do not miss important communication or announcements that may affect their child.

3.1 Schoolcomms

The school uses Schoolcomms to send emails and text messages to parents/carers. It is generally used for group emails, eg whole school, year group or tutor group but may also be used for individual student/parent/carer letters.

Schoolcomms is used to keep parents/carers informed about, or example:

- Latest news updates
- Scheduled closures and early finishes
- School surveys
- Student specific letters
- Newsletters
- School events and activities, including Parent Consultation Evenings
- Progress reviews and school reports
- Extended Curriculum information
- Trips

Email is the preferred option and text messages are usually used for urgent or last minute information.

3.2 Emails

All staff have a personal school email account. Individual members of staff will use their email to respond to parent/carer queries, as well as to students and other members of staff.

Where necessary, staff should keep a record of communication between home and school by linking an email to the student's record in SIMS or in CPOMS.

3.3 Classcharts

ClassCharts is a system which records behaviour, both positive and negative, as well as attendance and rewards.

Parents/carers can view the information on the ClassCharts app on their mobile device or on the ClassCharts web page. The information they will have access to is:

- Their child's attendance record
- Reporting absence
- Behaviour points (both positive and negative).
- Detentions set

3.4 Telephone Calls

All staff have access to a telephone. Staff should regularly check their voicemail messages.

Messages taken by the Main Office will be emailed to the appropriate member of staff as soon as possible, usually within 30 minutes.

Staff should endeavour to acknowledge messages within 48 hours (2 working days). If there are difficulties in meeting this timescale, for whatever reason, a member of teaching staff should ask a member of support staff to make a holding call.

Heads of Department are responsible for ensuring the phone messages of absent staff are checked on a regular basis.

3.5 Reports

Students receive three reports a year at the end of each term outlining progress, attainment, behaviour and attendance updates. The report will include full comments from class teachers in Year 10, 11, 12 and 13.

Reports are sent to parents/carers electronically via Schoolcomms.

3.6 School Website

Key information is published on the website including:

- Term dates and school times
- School calendar
- Curriculum information
- Co-curricular timetable
- News and events
- Admissions information

3.7 Parent Meetings

Parents' Information Evening (in-person)

These take place for each year group at the start of the academic year with the purpose of informing parents/carers about the new year ahead, key events, exams and other relevant information.

Parent Consultation Evening (online)

Parent Consultation Evenings are held once a year for each year group and the time of year depends on the year group. These are an opportunity to meet class teachers to discuss student progress in an individual subject.

Academic Review Day (in-person or online)

Years 7 to 13 will have one ARD a year for parents/carers to meet with the form tutor to discuss their child and general progress. Parents/carers will decide whether the student attends the meeting with them.

ARD meetings are for 10 minutes on a school day. On ARD days students in the relevant year group will study at home.

4. How Parents and Carers Communicate with the School

Parents/carers should use the list in Appendix A to identify the most appropriate person to contact about a query or issue noting that the member of staff may have teaching commitments which will influence the timing of their response.

Parents/carers should note that staff work different hours depending on their role, and the majority of staff do not work during the school holidays.

Parents/carers may choose to contact the school office on office@chsg.org.uk or 020 8647 8294 rather than contact individual members of staff. The school office is open during term time between 8am and 4.30pm Monday to Thursday and 4.15pm on Friday.

4.1 Email

Parents/carers should always email the school, or the appropriate member of staff, about non-urgent issues in the first instance.

We aim to acknowledge all emails within two working days (48 hours). CHSG staff are not expected to monitor or reply to emails outside their school working hours.

If a query or concern is urgent parents/carers should telephone the school.

4.2 Telephone Calls

When calling the school, parents/carers will be given a list of options, including the year groups, attendance or school reception. They should select the option they require.

If the call is transferred to an answerphone a clear message should be left, including:

- Their name and contact number
- The name of their child and year group
- The nature of their query and who they would like to speak to

If the issue is urgent, parents/carers should call the school office. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

If parents/carers telephone the school, the school has a safeguarding responsibility to confirm their identity and their connections to an individual student before discussing a student.

4.3 Meetings

If parents/carers require a meeting with a member of staff they should email or telephone. We try to schedule all meetings within 72 hours (3 working days) of the request.

5 Inclusion

Parents/carers who need help communicating with the school, for example interpreters at meetings or assistance in reading, should contact the School Office to make arrangements.

Appendix A

Who should I contact?

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	HOW DO I CONTACT THEM
My child's learning / progress / class activities / lessons / homework	Subject teacher	Send an email to office@chsg.org.uk Include who the email is for and the email the name and tutor group of your child.
My child's wellbeing/pastoral support	Form tutor If an issue remains unresolved contact the Head of Year, Assistant Head of Year or Pastoral Support Officer.	Send an email to office@chsg.org.uk Include who the email is for and the email the name and tutor group of your child
Admissions	Admissions Officer	Call 020 8647 8294 and select admissions or email chsgadmissions@carshaltongirls.org.uk
Attendance and absence requests	If you need to report your child's absence submit on the Classcharts app or call the school office and select the attendance option. If you want to request approval for term-time absence, please contact the Head of Year. The form is found on the website: Attendance and Punctuality (chsg.org.uk)	Classcharts app or call 020 8647 8294 and select attendance Email Request for Absence forms to office@chsg.org.uk or to the relevant Head of Year
Change of contact details	School office	Send an email to office@chsg.org.uk Include who the email is for and the email the name and tutor group of your child
Finance	School office by email on who will forward your query to GLT Finance.	Send an email to office@chsg.org.uk Include who the email is for and the email the name and tutor group of your child
Free School meals	Check the school website or our admissions team	Call 020 8647 8294 and select admissions or email chsgadmissions@carshaltongirls.org.uk

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	HOW DO I CONTACT THEM
Lost Property	School Office	Send an email to office@chsg.org.uk
Music lessons	Head of Music	Send an email to office@chsg.org.uk Include who the email is for and the email the name and tutor group of your child
Parentpay	School Office	Send an email to office@chsg.org.uk
Safeguarding concerns	Check the school website or email the safeguarding team. For urgent concerns please ring the school.	Email: chsgsafeguarding@carshaltongirls.org.uk Or call 020 8647 8294
School trips	Enrichment & Communications	Send an email to Mrs Zghari: lzghari@carshaltongirls.org.uk Include who the email is for and the email the name and tutor group of your child
School Uniform	Check the school website: Uniform (chsg.org.uk) or contact the School Office	Send an email to office@chsg.org.uk
SEND queries	SENDCo	Send an email to office@chsg.org.uk for the attention of Ms Bramson

School Office

Telephone: 020 8647 8294
Email: office@chsg.org.uk