



TRINITY
ACADEMY

Communication Policy

Name of policy	Communication Policy
Date approved	November 2020
Date reviewed	October 2023
Date to be reviewed	September 2026

Introduction

Trinity Academy recognises the importance of clear and effective communication with all stakeholders – including pupils, parents and carers, governors, Local Authority representatives and other external organisations. Every member of staff has a responsibility to support effective communications and to do so in a manner that is clear, professional, timely and effective in their purpose.

Principles

At Trinity Academy, communication aims to:

- Be effective, with any queries raised by a stakeholder directly addressed
- Be prompt, with responses to non-urgent phone calls, emails and letters within two working days
- Professional and clear, with all written correspondence easy to understand and to a high quality

Communication between the school and home guidelines

We are committed to working in partnership with parents and carers. We believe that effective communication between home and school is key. Communication is a two way process and this document outlines how we do this at Trinity Academy. It is intended to provide guidance to parents/carers as to how best to communicate with us and how best to receive information from us.

We recognise that it can be difficult communicating with teachers and all school staff because they have a very full timetable, are running clubs or working with students during lunchtime or after school and we recognise that parents and carers have very busy lives.

Contacting the School

We ask that all parent/carers adopt the following methods of communication with Trinity staff:

Email

This is the preferred method for contacting a member of staff. All email addresses are the staff initial and surname followed by @trinityacademybristol.org. If you are unsure, they will come up automatically on your child's school email account. Please note;

- Teachers are unable to check emails consistently throughout the day.
- Work emails are not expected to be checked out of regular school working hours (8.00am to 4.30pm).
- Please avoid including multiple staff email addresses for a single message.
- We aim to respond within two working days. Part-time staff may take longer to reply.

Telephone

Please call our main reception, the Comms office (0117 4509379) to leave a message for a member of staff to contact you:

- Comms office staff will relay messages to staff who will aim to respond within two working days.
- Please note lessons or meetings will not be interrupted for members of staff to take a phone call.
- If a call is an emergency, please inform the member of staff on the call who will attempt to find a senior member of staff to speak to you.

Meetings - Strictly by appointment only

The day-to-day care, welfare and safety of your child is our priority and is managed by the person who is placed closest to them.

- In the first instance, please approach the following members of staff who are responsible for your child in the following order:
 - Form Tutor (if the query is a pastoral question)
 - Classroom Teacher (if query is relevant to a specific subject)
 - Pastoral Support Leader
 - Head of Year or Head of Subject (if query is relevant to a specific subject)
 - Assistant Headteacher
 - Deputy Headteacher
 - Headteacher
- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and our Comms Office staff will find a senior member of staff to meet with you at the earliest opportunity.
- We also run SLT surgeries at 8.30 - 9am every morning. There is no need to book ahead but it is a chance to raise any immediate concerns you may have with a member of the leadership team.
For non-urgent meetings, we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

School to Home Communication / Contacting Home

Our preferred method of communicating you is via our Weekly Headteacher's Newsletter, email or text. Where a discussion is required, a telephone call will be

made.

Facebook and Twitter

We use our [Facebook](#) and [Twitter](#) to promote student and school achievements, school events and generic educational information.

No Response

If you have not received a response from the school within two working days please email enquiries@trinityacademybristol.org with NO RESPONSE in the subject line and a brief outline of the inquiry. We will chase up your inquiry as a matter of urgency.

Parent/Carer communication with staff

Fortunately it is rare at Trinity Academy, but there are odd occasions when genuine concern spills over into communications that are unreasonable in tone. We understand there are times when you are worried about your child or a particular situation and we are always here to listen and help. However, we have a duty of care to our staff and will act to protect them from any communication that is inappropriate and could cause deep upset to individuals who dedicate themselves tirelessly to serve our young people. Where this is the case, staff have been asked to pass this communication to a member of the senior team who will communicate with parents/carers.

Monitoring of contact details

For safeguarding purposes, the school will gather the contact details of a minimum of two contacts per student and store them securely on SIMS. Typically this will include individuals with parental responsibility. The school will, where necessary, update contact details and will periodically request contacts to check details. Requests to remove the contact details of one contact, who has parental responsibility, by another contact will not be actioned unless it is accompanied by a relevant court order.

Communication between staff and students

When communicating with a member of staff, students should speak clearly, make eye contact and address the member of staff using his or her formal name (e.g. Sir, Miss or Mrs Smith) and not his or her first name. Conversations between staff and students should be respectful at all times. Students will also receive daily notices by form tutors and senior staff during form time and line-up.

If a child wishes to contact a member of staff out of school hours, he or she may do so by emailing using their Trinity Academy email account (if they have been given

one) or by using the parental email address linked to the school management system (SIMS). Any emails should be formal in tone.

Use of Social Media

Trinity Academy recognises that many students, parents and carers and other family members will have personal social network accounts, which they might use to discuss or share views with acquaintances on a range of topics. As a guide, individuals should not post any information regarding Trinity Academy – its staff, its students or anyone associated with the school – on social networking sites if:

- The post is raising a concern regarding the school, including to name individuals or to raise allegations. Please follow the Trust's complaints procedure instead
- The post is likely to cause emotional or reputational harm which would not be justified, particularly if the academy has not been given the opportunity to investigate any concerns raised
- The post contains images of students in uniform engaging in sanctionable activities as outlined in the Behaviour Policy. Instead, please contact the school directly so that an investigation can be carried out

Parents should also ensure that their children are not using social media in an inappropriate manner. It is expected that parents and carers explain to their children what is acceptable to post online and to monitor their online activity. Trinity Academy will support parents in doing so.

All staff must follow the Trust's Acceptable Use Policy (see the Cathedral Schools Trust's Employment Manual) before using any school IT resources and confirm they will adhere to the Acceptable Use Policy.

Policies Linked to the Communications Policy

- Attendance Policy
- Home school agreement
- Behaviour and Discipline Policy
- Complaints Policy
- Cathedral School Trust Employment Manual

Monitoring and Review

The school will review this policy bi-annually, assessing its implementation and effectiveness. The policy will be promoted and implemented throughout the school.