



# OUR COMMUNICATION POLICY

3

If necessary, school will look into it & inform you of the timescales.

4

Discuss findings & agree the next steps.

2

Clearly & calmly outline your concern & ask for school's view prior to making a decision.

5

School & home / agency to work together. The issue may need to be revisited. It is a process.

1

Should I be contacting school? Who might be better placed to help?

Please follow the 5 Step Approach when considering contacting school

Thank you! These simple steps make all the difference.

## Our Communication Policy

Communication is a fundamental aspect of school life and we recognise the importance it plays in creating a positive, purposeful and safe environment for all. 1550 students, 4000 parents, 200 staff and governors and over 50 external agencies make up this wonderful school community. We all have a collective responsibility to communicate in a manner that is respectful, thoughtful and kind.



## Haslingden's Golden Rules of Communication

The following principles have been agreed to ensure that we can effectively support our students with their wellbeing and learning, offer clarity to all members of our community and create a safe, sustainable and purposeful environment for our staff.



**All communication should be kind, thoughtful & respectful**

There is no place for aggressive behaviour or threatening language. Those who adopt this manner, or are rude to colleagues, will not receive a response.

**Consider which communication method is best for the situation**

Some conversations are best face to face, whilst others, given their nature, may be quickly resolved over the phone or via email.



**Our business hours are 8am-4.30pm**

Staff are not expected to be available in evenings or weekends. We strongly recommend using the **schedule send function** outside of those hours to prevent staff being prevented from marking and planning lessons or spending time with their families.

**Members of our community must book an appointment with a member of staff in advance.**

This is to avoid disappointment. Many of our staff will be teaching or in meetings during the course of a school day. Anyone arriving to reception unannounced will be advised to request a meeting via the 'Contact Us' form on the website.



**We will respond within 3-5 working days**

We want our communication to be timely as this is in the best interests of our students. The greatest challenge we face is the high volume of communications. We will prioritise communications based on need but must stress that we cannot operate as an emergency service.

## Which communication method should I use?

We encourage all parents/carers to use our 'Contact Us' Form wherever possible and this can be found on the homepage of our website. This will allow us to monitor and manage all communications. Our communications policy provides a helpful guide with regards who to contact as well as information relating to other methods of communications.

\*It is important to note that Facebook, Twitter and Instagram are the school's platforms to share news and celebrate achievements. Any concerns or queries should be raised via the appropriate communication method and all comments made should adhere to the guidance within our communications policy.

## Why do we have a Communication Policy?



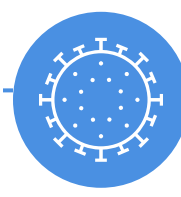
**We want to support your children**

We believe that working together to ensure communication is effective is in the best interests of our students. Through regular, positive and productive interactions, we can continue to support your child throughout their time at our school.



**Demand far outweighs our resources**

We send and receive, on average, 33,000 emails per day. Telephone calls are similarly high in volume and this inevitably can detract from our core business of educating, nurturing and keeping children safe.



**To clearly outline what we can and cannot do**

During the pandemic, our roles grew but our workforce didn't. The needs of our community are greater than ever. Whilst we remain wholeheartedly committed to help young people and their families, we must redefine expectations and acknowledge our limitations.

## Parents/carers, how can you help?



**You make all the difference**

We greatly value the role you play and we need your support more than ever. Support with homework, revision, preparation for school events and assessments are all incredibly helpful. However, most importantly, your listening ear and knowledge of your children are invaluable.



**The school cannot control social media use**

We have provided guidance to support parents with managing their child's social media use at home. Issues arising from social media use must not be allowed to dominate our time, energy and focus. We simply do not have capacity to investigate all issues that happen during evenings, weekends and holidays.



**We'd love to hear the positives**

As a society, we are not always successful with regards to celebrating the positives. We lead busy lives and quite simply, there often isn't time. If you do find a few moments however, our staff always love to hear what is going well in school.



**Finally,**

We would like to thank you for engaging with and adhering to our policy. Your support, trust and understanding are greatly appreciated