



The Blue Coat
School

COMMUNICATION POLICY

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1. Rationale

Effective communication between home and school are a key part of ensuring that students enjoy school and make good progress. Through proactive engagement with parents and carers we seek to further improve our students' experience and progress.

2. Aim(s)

- To ensure that parents/carers are kept up to date about their child's behaviour, progress, attendance, and punctuality.
- To enable a productive dialogue between home and school.
- To keep parents/carers informed about the school and school events which may impact on them and/or their child.

3. How will we keep parents/carers informed?

- **MyEd** soon to be Edulink: This is an app-based piece of software through which parents can access information on their child's attendance, punctuality, and behaviour. This is also the platform the school uses to send letters and notifications that are pertinent to specific children. For parents who have not/do not wish to register for the MyEd/Edulink app these notifications are sent via email.
- **Haldor Homework:** enables parents to view any homework that has been set for their child on Microsoft Teams in any given period.
- **School Website:** Our school website <https://www.blue-coat.org/> has arrange of key information which includes upcoming school events; school and trust policies; school terms times.
- **Headteacher's Newsletter:** Each half-term the Headteacher, Mr Higgins, will send his newsletter to parents/carers. The newsletter will update parents on key school issues in addition to keeping them abreast of the activities and events which have been taking place in school during that period.
- **School Reports:** Parents will receive a report 3 times per year. This summative report will contain information on their child's academic progress and/or their Attitude to Learning in school.
- **Parents' Evenings:** During each academic year parents/carers will be invited to attend a consultation evening with their child's subject teachers. This is an opportunity for parents/carers to have a dialogue with teaching staff regarding the progress and attitudes to learning of their child. These will be short appointments (typically 5 minutes) in which progress and attitudes to learning within each subject area will be discussed.
- **Parents' Information Evening:** Early in the academic year, parents/carers will be invited to attend an information evening, either online or in person. This is an opportunity for parents/carers to hear the key information for the Year group.
- **Telephone/Email:** Should there be any issues arising during the academic year, school may contact parents/carers via email or telephone. We encourage our staff to be pro- active and contact parents should they need to discuss any issue regarding a student at the earliest possible opportunity.

4. What should parents/carers do if they need to contact school?

- Where parents/carers have a question or a concern we would always encourage that they get in touch with us as soon as possible. Currently this can be done via email or by telephone.
- On occasion it may be that parents/carers need some advice on who is the best person to direct their enquiry to. For help with this please refer to our 'Key Contacts Guide'

4.1 Email

- To contact a member of staff via email your email should be sent to the relevant pastoral email for your child's year group: y7pastoral@blue-coat.org, y8pastoral@blue-coat.org, y9pastoral@blue-coat.org, y10pastoral@blue-coat.org, y11pastoral@blue-coat.org, sixthform@blue-coat.org clearly identifying

which member of staff it is for the attention of and what the email is regarding in the subject line e.g., **FAO: Mr Smith RE: English Report for Sally Jones (7BH).**

- Emails will be passed to the appropriate member(s) of staff. They will respond as soon as possible and ideally the same day. However other commitments may mean this is not possible. Our expectation is that under normal circumstances all emails would receive a response within two working days.
- Staff may respond via telephone to resolve issues more efficiently.

4.2 Telephone

- Parents/carers may also choose to contact staff via telephone. To do this parents/carers should use the main school number 0161 624 1484.
- Our reception staff will direct your call to the most appropriate member of staff. If the staff member required is not available there will be the option of leaving a message.
- As with email, staff will respond as soon as possible and ideally the same day. However other commitments may mean this is not possible. Our expectation is that under normal circumstances all telephone calls would receive a response within two working days.
- Members of staff will attempt to contact the parent/carer who initiated the phone contact, unless otherwise requested. Staff will only be able to do this if the person phoning is listed as a contact for that child.
- Parents/carers will be contacted via their mobile phone number if one is available or their home phone number. If a different contact number is more convenient this should be left as part of the message to staff.
- Where members of staff attempt to ring parents/carers but are unable to make contact they will leave an answerphone message where there is the facility to do so.
- Where staff members have tried to contact parents on two separate occasions, they will leave a message requesting parents/carers return their call at their earliest convenience.

5. Enquiries and Key Contacts Guide

5.1 General Enquiries

For most queries, the most appropriate person to contact is your Child's Form Tutor. Form Tutors have a crucial role at Blue Coat and maintain an overview of each of their tutees across school. They will be able to give further information about the following:

- Attitudes to Learning
- Behaviour and Conduct
- Overall Progress

They will also work to ensure that their tutees are happy and engaged in everything Blue Coat has to offer.

For issues of a more serious or complicated nature form tutors will work with the Director of Learning for their year group.

For the current tutor group list please see the Staff List section of the school website.

5.2 Subject Specific Enquiries

If your query is about a specific subject area the best point of contact is your child's subject teacher.

For issues of a more serious or complicated nature, subject teachers will work with the Head of Department for their subject area. You can find teaching staff and current Heads of Department on the Staff List page of our website.

5.3 Attendance Enquiries

Should you want to **report** an absence please do so via MyEd/Edulink or phone the school directly and utilize the absence line option that will be given to you on our automated greeting system.

For any **queries** around attendance please contact **Mrs Thompson** who is our **Attendance Officer**. She can be contacted via telephone on 0161 6241484 or by emailing your child's relevant year mailbox; y7pastoral@blue-coat.org, y8pastoral@blue-coat.org, y9pastoral@blue-coat.org, y10pastoral@blue-coat.org, y11pastoral@blue-coat.org, sixthform@blue-coat.org.

5.4 Safeguarding Enquires/Concerns

If you have any concerns with regards to safeguarding or the welfare of your child or a child who attends the Blue Coat School, please contact **Mrs Ryan or Miss Ahmed** who are our **Safeguarding Officers**. She can be contacted via telephone 0161 6241484 or via email at safeguarding@blue-coat.org.

5.5 Examinations

If you have any concerns with regards to examinations, please contact **Mrs Haynes** who is our **Exams Officer**. She can be contacted via telephone on 0161 6241484 or via email at exams@blue-coat.org.

5.6 Contacting members of the Senior Leadership Team

In exceptional circumstances, you may feel it necessary to contact a member of the Senior Leadership team.

This would be in the event of a very serious incident in school or in the highly unlikely event that other staff members and school leaders have been unable to resolve your query/concerns satisfactorily.

To do this via telephone please call 0161 6241484 or using the email secretary@blue-coat.org.

You can find a list of our senior leaders on the Staff List page of the school website.

Please note that during the school holidays emails will not be monitored with the same frequency as during term time. Therefore, if you have any urgent enquiries, please contact the school via 0161 624 1484.

6. Cross References

- Behaviour and Rewards Policy
- Safeguarding Policy