



NONSUCH HIGH SCHOOL FOR GIRLS

COMMUNICATIONS POLICY

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Note: throughout the policy “parents” denotes “parents and carers”

Reviewed and Approved by the Local Governing Body:

July 2025

Next Review:

Summer 2028

Policy Notes may be subject to review and revision at any time by the Nonsuch 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 Nonsuch Local Governing Body

1. Introduction

Effective communication between schools and parents is fundamental to student success. At Nonsuch High School for Girls, we recognise that the education of children and young people is a collaborative process involving parents/carers, staff, and the wider school community.

Our goal is to build strong, meaningful relationships with families, grounded in trust, mutual respect, and shared responsibility. All members of our school community are expected to adhere to the school values of Positivity, Respect, Integrity, Courage and Endeavour. This informs the tone of our communications. We set an expectation for warm, cordial and respectful communication between all stakeholders.

We believe that clear and open communication between the school and parents/carers positively influences students' learning by:

- Gives parents/carers the information they need to support their child's education and wellbeing
- 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:

- Explaining how the school communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

2. Principles of effective communication

Respectful: All interactions will be conducted in a courteous and professional manner.

Timely: We will respond to enquiries and concerns within reasonable and clearly defined timeframes.

Inclusive: We will ensure that communication is accessible to all parents, regardless of language, digital access, or additional needs.

Two-Way: We value feedback from parents and welcome open, constructive dialogue.

3. Roles and responsibilities

3.1 Staff

All staff are responsible for:

- Communicating professionally and clearly with parents. Staff will call a student's parent/carer by their appropriate salutation and surname when speaking to them or use the appropriate salutation when contacting them in writing.

- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)
- Respond to queries within 2 working days (excluding weekends and holidays). Staff will endeavour to respond to communications during school hours (8:30 – 3:20). We do not expect staff to respond to emails or phone calls outside of school working hours or their working hours (if they work part-time), or during school holidays; however, members of staff may choose to do so on certain occasions.
- We expect staff to respond to a query, phone call or email within 2 working days of its receipt during school working hours.
- Escalate concerns to relevant pastoral or leadership staff where appropriate.

3.2 Parents

Parents are responsible for:

- Communicating respectfully and courteously with the school at all times, in line with the principles set out in our Working Together: Our Parent Partnership Code.
- Directing queries or concerns to the appropriate member of staff in the first instance, so we can respond effectively and maintain positive relationships.
- Responding to school communications, such as meeting invitations or information requests, in a timely and constructive manner.
- Regularly checking and engaging with school communications to stay informed and involved in your child's education.

Understanding that any communication which is disrespectful, abusive, or threatening will be addressed in accordance with our Parent Partnership Code to ensure a safe and supportive environment for all.

4. How we communicate with parents and carers

We use a range of communication channels to keep parents informed about their child's learning and wider school life. Below is an overview of how we share updates, information, and key announcements. We kindly ask parents to check these regularly to ensure nothing important is missed that may affect their child

4.1 Email

Email will be used for the following:

- Publicising upcoming school events and class activities
- To distribute letters
- To distribute the newsletter
- Inform parents of scheduled school closures (for example, for staff training days)
- To distribute School surveys or consultations
- Teachers to inform parents of information about their child

4.2 ClassCharts, text messages and the SchoolGateway App

- We will text parents about unexplained student absence via the SchoolGateway App
- Parents can access ClassCharts to access their daughters' information on their achievement's behaviour and low-level sanctions.

4.3 School calendar

Our school website includes a document with the term dates and key dates throughout the school year.

4.4 Telephone calls

Telephone calls to parents will be made during working hours wherever possible. Messages left for parents will be brief and, whenever possible, reassuring. Staff will always leave their name when leaving messages for parents.

The school will use phone calls for a number of reasons:

- To report when your child is unwell at school
- To speak to parents regarding a student's progress, behaviour and attitude in school – both positive and negative
- To speak to parents regarding a student's wellbeing

4.5 Letters and postcards

We send the following letters home regularly:

- Letters about trips and visits and events. These may come via Evolve
- Consent forms. These may come via Evolve or a link within a letter which takes you to a Microsoft Form
- Praise from teachers
- Communication about upcoming events
- Communication about student conduct and sanctions

4.6 Progress Reports

Parents receive information about their child's learning in a number of ways:

- Written comments and feedback provided by the teacher in a student's book or work
- Termly data drops for each year group which will include an indication of progress, attitude to learning and other key information such as attendance
- Students will receive their results of public examinations

4.7 Meetings and appointments

4.7.1 Parent Information Evenings (PIEs)

These are usually face-to-face events at the start, but not exclusively, of the academic year. They aim to give an overview of the year for students and provide information on key events, deadlines, curriculum, enrichment opportunities, policies and

practices. They aim to provide an opportunity for parents to meet the Head of Year and tutors and other parents as well as PTA members.

4.7.2 Curriculum events including PSHE/Careers/Wellbeing

These events may be held as face-to-face events or as webinars with Q&A. They are scheduled throughout the year according to relevance and need.

4.7.3 Parents' Evenings / Teacher consultation meetings (PTCs)

Face-to-face meetings with a number of staff for subject specific feedback will take place once a year. Dates are published on the school website and are shared at the Parent Information Evening.

4.7.4 Tutor consultation days / guidance meetings (TCDs)

Parents in years 7,10,11- and 12-year groups will also have at least one annual opportunity for a face-to-face meeting with relevant staff. The aim of these meetings is for parents to meet with their child's tutor and/or a senior member of staff for all round feedback and guidance on forthcoming options. These occasions are appropriately calendared to provide timely advice and guidance to support transition or prior to options deadlines for GCSE/A level/UCAS.

4.7.5 Attendance Clinics

In line with our Attendance Policy, a parent may be required to attend an attendance clinic if a student's absence is unauthorised and or continues to be below 90%.

4.8 School website, BlueSky and Instagram

Key information about the school is posted on our website, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision

We will also use the school Instagram to share news of events, celebrate successes, promote upcoming events and activities.

4.9 School Newsletter

The school sends out a weekly newsletter which is distributed via email internally and via School Comms to parents. We endeavour to ensure that notices are written in a manner that considers the wider audience.

4.10 Pastoral Newsletter

The school also sends out a weekly pastoral newsletter which shares important updates, support strategies and information related to student wellbeing and development. The newsletter provides an opportunity to keep parents updates about key pastoral events, PSHE topics, attendance and support services available. It also celebrates student achievements and share shares resources and initiatives that support students' wellbeing.

The school has a protocol for checking the content of newsletters and school endorsed social media sites. The protocols and acceptable use guidelines for these are set out in the school's E-Safety policy.

5. How parents and carers can communicate with the school

Please use the table in Appendix I to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

6. Updating your contact details

It is important that we have 2 or more emergency contact details so we can contact a family member in case of emergency. It is important that if any of these details change, you inform the school as soon as possible.

7. General Guidance about Contacting the School

If you need to contact us, Appendix I provides a link taht shows who you should email/call about a number of different queries that you may have.

Reception is staffed from **7.45am** to **5pm** Monday to Thursday and 3.30pm on a Friday.

You can also use our **online enquiry form** on our website. Please ensure you fill out all sections including your child's first name and surname and a brief outline of the issue. This will be sent to the correct member of staff who will be able to deal with your enquiry. We will endeavour to contact you within two working days.

For general enquires you can call Reception and leave a message or you can email office@nonsuchschool.org

8. Email

We respectfully ask that any concerns raised relate specifically to your own daughter's experience, rather than speaking on behalf of others. Our aim is to acknowledge all emails within one working day and provide a full response, or arrange a meeting or phone call where appropriate, within **two working days**. If your concern is urgent and requires a quicker response, please do call the school directly.

9. Phone calls

If you need to speak to a specific member of staff about a non-urgent matter, please email the school office and the relevant member of staff will contact you within **two working days**.

If this is not possible (owing to teaching or other commitments), someone will get in touch with you to schedule a phone call at a convenient time. We aim to make sure you have spoken to the appropriate member of staff within two working days of your request.

If your issue is urgent, please call the school reception and a message will be passed on to the relevant member of staff. Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

10. Meetings

We value the opportunity to meet and work in partnership with parents and carers. While we welcome face-to-face discussions, we kindly ask that these are arranged in advance to ensure staff are available and able to give their full attention. Although the teaching day ends at 3.20pm, many staff are involved in meetings, extracurricular clubs, or other commitments, so appointments help us plan effectively. If you arrive at reception without a scheduled meeting, our staff will take a message so that the appropriate member of staff can contact you to arrange a suitable time for a phone call or meeting.

To request a meeting, please email the relevant address (see Appendix 1) or call the school office. We aim to arrange meetings within two working days where possible.

When meeting with us, we ask that all conversations reflect our shared values:

- Approach discussions with openness and positivity
- Keep your child's best interests at the centre of every conversation
- Work in partnership to identify challenges and agree realistic next steps
- Treat everyone with courtesy and respect
- Listen actively and consider all perspectives
- Use polite, constructive language and avoid blame
- Be honest and transparent about concerns
- Share information clearly and truthfully

To support a calm and respectful environment, we ask that mobile phones are switched off or set to silent during meetings. Recording is not permitted unless agreed in advance by all participants. This ensures that our conversations remain focused, confidential, and in the best interests of all involved—especially your child.

APPENDIX I: Key Contacts

[Nonsuch High School for Girls - Key Contacts](#)