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| Communications Policy for communications to and from PHS | May 2024 |  |
| Rationale* Clear and consistent communication to and from school
* Positive relationships between school and parents and carers
* Respectful communication
* Reduced workload for school staff
* Clear ways for parents and carers to access and receive information
* Clear expectations in relation to communication and information

The policy is colour coded to make it easier to see what is expected of everyone: -* Parents and pupils
* Office
* SLT, Pastoral and PSAs
* Teaching staff
* Trip/group leaders
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| Communication from school to parents/carersImmediate Action – individual or group text, phone call* Office - Groupcall text for absence period 1 and period 6
* Office - Phone call for any injury, illness
* SBC – Transport/traffic updates
* Office - School closure
* PSAs - Groupcall text/phone call for absence each period if on ‘Vulnerable Young Person Register’

Action/FYI – (email and/or website\*)* Office - Merits texts
* Office - Negative behaviour emails to individuals
* Office – Vaccinations
* HT - HT Updates\*
* HT - New school updates\*
* HT - School handbook\*
* HT - School policies\*
* HT – Calendar\*
* HT - Newsletter\*
* HT/IT Technician - Facebook page\* (Information on Twitter pages will also go on Facebook)
* DHT Curriculum - course choice\*
* DHT Pupil Support – all forms of support including partners\*
* DHT Attainment – Study support opportunities\*
* Principal Teacher Pastoral/DYW Co-ordinator – Careers, apprentice etc opportunities

Trips, events and clubs information updates* Trip/event/club leaders – set up, for example, Showbie/Twitter/Facebook/WhatsApp group to communicate with the pupils and parents/carers. Ensure office know where this info is to direct parents/carers.
* Anything requiring a signature will still be provided as a paper form.
* All trip offers to be groupcall emailed to all relevant parents/carers.

Communication to school from parents/carers* Parents/carers should not email a member of staff directly, unless this communication channel is agreed and established.
* Our staff are face to face with students throughout the day and will respond with an acknowledgement within 2-3 working days. We ask that parents/carers do not ask for a same day response.
* Parents/carers should not contact their child using the child’s mobile during the school day or expect a response from their child apart from break or lunchtime.

Xpressions App* We strongly encourage the use of Xpressions App – it saves a lot of time and is easier than phoning to give school info about absences, parents can contact the school at any time outwith office hours.
* When Xpressions is used to contact the school, there will not be a response to the ‘absence’ or ‘late’ messages to school. The ‘meeting request’ or ‘general’ message will lead to an acknowledgement reply in 2-3 days.

Phone callThe School Office staff will direct calls appropriately: -* Emergency e.g. Child Protection – to be referred urgently to Mrs Moretta (Child Protection Officer). Other emergencies might include immediate safety concerns, family bereavement, medical emergency – these will be forwarded as appropriate.
* Please note that bullying can be reported via website on the Not Alone logo [PHS Respect (Anti-bullying School) – Peebles High School (glowscotland.org.uk)](https://blogs.glowscotland.org.uk/sb/peebleshighschool/phs-respect-anti-bullying-school/) or on the QR code on school posters. The Bullying policy will be followed – details on this page on website.
* Attendance issues – to be recorded by office.
* If it is for Pastoral issue, office will email Principal Teacher Pastoral with the information. Office will say that if it is not an emergency, they should expect a response from Pastoral with an acknowledgement within 2-3 working days.
* If it is a Faculty specific issue, office will email Faculty Principal Teacher, cc Principal Teacher Pastoral with the information. If it is not an emergency, a response from Faculty Principal Teacher with an acknowledgement within 2-3 working days should be expected.

Email* Pastoral and SLT to have auto reply saying ‘Thank you for your email, I will get back to you within 2-3 working days. If your email is an emergency or a child protection matter, please contact the school office on 01721 720291’.
* Office - Attendance issues
* Office will forward emails to one person. Please put FAO in the subject.
* If a member of staff is absent, line manager should tell office to direct emails and calls to them.
* Teaching staff put out of office reply on emails at night and weekend so pupils don’t expect a response.
* Office will direct to Pastoral Teacher if about a pupil.
* Office will direct to line manager if about a teacher.
* Office will direct to event/trip/club leader if it is about a school event/club/trip.
* All office emails to staff have subject ‘Parent contact to office re pupil *PUPIL INITIALS* FAO *NAME OF MEMBER OF STAFF.’*
* Acknowledgement email from PHS Enquiries ‘Thank you for your email. This has been forwarded to the relevant member of staff who will get back to you within 2-3 working days with an acknowledgement. If this is an emergency or a child protection matter, please phone the school on 01721 720291. Our Communications Policy is on the school website’.

In Person* Turning up at school without an appointment is not encouraged, unless it is an emergency. It is highly likely that the relevant member of staff will not be available.
* The office will refer the parent/carer to the policy, ask if a member of staff is free and if not, they will tell the parent/carer that they will take a message and ask the relevant member of staff to get in touch within 2-3 working days.

Communication between pupils and parents/carers during school day* Young people should not contact parents/carers to ask to leave school/go home without
* making school aware first. Young people should report to their Pastoral Support Assistant (PSA) or the main office.   PSAs or office staff will contact parents/carers directly.
* Parents should not contact pupils during the day in relation to leaving school during the day without contacting the school office.
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