



THE
BRIAN CLARKE
CHURCH OF ENGLAND ACADEMY

COMMUNICATIONS POLICY

Approved by	Local Governing Committee
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Contents

1. Rationale	1
2. Aims.....	1
3. How will we keep parents/carers informed?	1
4. What should parents/carers do if they need to contact school?	2
5. 'Key Contacts Guide'	2
6. Cross References.....	3

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. Aims

- 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.

3. How will we keep parents/carers informed?

The My Child at School (MCAS) app is the downloadable software through which parents can access information about their child's timetable, homework, attendance, punctuality and behaviour. Importantly, this is also the platform the school uses to send all correspondence. For parents who do not wish to register for MCAS, communications are sent via email. MCAS also serves as a portal for accessing the virtual learning environment, ParentPay and the school website.

We use Cloudbox software for our virtual learning environment (VLE). This enables parents to view their child's timetable and any homework that has been set for them in any given period. It also offers a resourced course outline.

Our school website (<https://www.brian-clarke.org/>) has a range of key information which includes upcoming school events; school and trust policies and school term dates.

The half termly newsletter updates parents on key school issues in addition to keeping them abreast of the activities and events which have been taking place in school.

Parents receive a school report 3 times per year whilst their child is in Key Stage 3. This summative report contains information on their child's academic progress and/or their behaviour and effort in school.

Parents' evenings: During each academic year parents/carers are invited to attend a parents' consultation evening, providing opportunity for dialogue with either subject teachers or form tutor regarding the progress and attitudes to learning of their child.

Parents' Information Evening: Early in the academic year, parents/carers are invited to attend an information evening to hear the key information for the Year group.

The format of parents' evenings has been tailored to the needs of each year group.

Telephone/email: Should there be any issues arising during the academic year, we 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 by email (info@brian-clarke.org) or phone.

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 below.

4.1 Email

To contact a member of staff by email, parents/carers should email info@brian-clarke.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 (Elm-JCO).

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 contact the school on **0161 785 5085**. A member of the reception team will direct the 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 however other commitments may mean this is not possible. Our expectation is that under normal circumstances all telephone calls would be receive a response within **two working days**.

5. '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 Brian Clarke Academy 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 Brian Clarke 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.

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.

5.3 Attendance Enquiries

For any queries around attendance please contact the **Senior Pastoral Officer** for your child's year group.

All members of staff can be found in the Family Handbook (<https://www.brian-clarke.org/school-life/family-handbook/>) or alternatively on the staff list on the school website (<https://www.brian-clarke.org/about-us/our-staff/>).

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 Brian Clarke Academy, please contact **Mrs Skillings** who is our **Designated Safeguarding Lead (0161 785 5085** or email info@brian-clarke.org)

5.5 Contacting 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 785 5085** or using the email info@brian-clarke.org .

Please note that during the school holidays that emails may not be monitored with the same frequency as during term time. Therefore, if you have any urgent enquiries, please contact the school via 0161 785 5085.

6. Cross References

- Complaints Policy
- Family Handbook