

Higham Lane North Academy

Communications Policy



Policy Number	16
Approval Date	July 2026
Review Date	July 2028
Chair of Governors	K Hobbs
Statutory Policy	No

CONTENTS

PAGE

1.	Overview	3
2.	Contacting the school	3
3.	Contacting Particular Staff	4
4.	Contacting You	4
5.	Social Media	4
6.	No Response	4
7.	Review of this policy	5

1. Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

2. Contacting the School

Student Planner

Communication by email or student planner is the preferred method:

- Notes in student planners are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication;
- The student is responsible for showing the note to the correct teacher. This is the best way to ask the teacher to contact you if you require a more detailed conversation.

Teachers want to respond to parental/carers queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons.

Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. We have also agreed with staff that there is no expectation to respond to queries during their personal/family time.

Telephone

Please use the main Reception telephone number to leave a message for a teacher to contact you:

- Reception staff will relay messages to teachers as soon as possible.
- If a call is urgent, please inform the receptionist who will attempt to find a senior member of staff to speak to you.
- We will try to respond to you within three working days where possible, if not the same day.
- Please note: lessons will never be interrupted for teachers to take calls.

Email

Please use the school email address hello@hlna.co.uk if you would like to contact staff directly (your email will be forwarded onto the relevant member of staff):

- Teachers are not in a position to check emails consistently throughout the day and the school does not expect work email to be checked during a teacher's personal time.
- We will try to respond to you within three working days where possible. Part-time staff may take longer to reply.
- Please ensure that your communication is as concise and succinct as possible to enable us to deal with your enquiry as swiftly as possible.

3. Contacting Particular Staff

The day-to-day care, welfare and safety of your child is managed by their House Champion and Progress Leader.

- In the first instance, please approach the following members of staff who are responsible for your child in the following situations:
 - House Champion if you have a concern about your child's pastoral wellbeing.
 - Progress Leader if you have a more serious concern about your child's pastoral wellbeing that has not been resolved with the House Champion.
 - Senior Leadership Team line manager for your child's year group if you have a very serious concern about your child's pastoral wellbeing that has not been resolved with the Progress Leader.
 - Classroom Teacher if your query is relevant to a specific academic subject (e.g. contact your child's English teacher if you have a query about his/her English work).
 - Curriculum Leader if you have a more serious concern about an academic subject that cannot be resolved with the subject class teacher. (e.g. contact the Curriculum Leader for Maths if you have a concern about Maths that you have not been able to resolve with your child's Maths teacher).
 - The Headteacher only needs to be contacted when you have not been able to resolve an issue successfully with the aforementioned staff.
- Meetings should always be pre-arranged with members of staff.
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a suitable member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days. The school will determine the level of urgency at its discretion, to enable it to manage multiple demands.

4. Contacting You

Our preferred method of contacting you is via SchoolComms or email.

5. Social Media

We use our social media channels to promote student achievements, subject information and generic educational information. You can find these by searching Facebook - @HLNA or Instagram - @HLNA

6. No Response

If you have not received a response from the school within three working days, please contact the school by emailing hello@hlina.co.uk and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.

7. Review of this Policy

This policy will be monitored and reviewed every two years.