

RIPLEY ST THOMAS

CHURCH OF ENGLAND ACADEMY



Communication Policy

Guidance for parents on communicating with school.

Originator	Mrs H Best
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Ripley St Thomas CE Academy
Ashton Road
Lancaster
LA1 4RS

t 01524 64496
e admin@ripley.lancs.sch.uk
website www.ripleystthomas.com

An education for life

OUR VISION

We aim for all members of our Christian community to flourish spiritually, academically and personally so that they can live life in all its fullness.

'I have come in order that you might have life – life in all its fullness.'

(John 10:10)

Guidance for parents on communicating with school.

Introduction and aims

We aim for all members of our Christian community to flourish spiritually, academically, and personally so that they can live life in all its fullness.

We believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning because it:

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

Ripley is a large academy and as such we need to have clearly laid out systems and protocols for communicating with parents so that we can respond promptly and consistently.

Communication lines to be followed:

Absence

To register an absence please ring school and leave a message on the absence line (01524 64496 'Option 1'). This includes part-day absences.

Information

If there is information relating to a pupil that you would wish staff to know about, **the first point of contact is the progress tutor**; parents can write a note to their Progress Tutor and hand it in to the office or alternatively parents may use the Parentline system located on the school website or on the Synergy Parent App.

Emergencies

In case of emergencies parents should contact the school by telephone (01524 64496).

Concerns

We are delighted that parents choose to place their children in our care. The contract between Ripley and its parents is laid out clearly in the Home/School agreement signed by parents in Year 7. During school time the school is '*in loco parentis*' meaning that school is empowered legally to make decisions on behalf of pupils and in their best interests.

There may be, from time to time, concerns that parents wish to raise. We will do our best to address concerns promptly and consistently.

Our preferred form of contact is via 'Parentline' – this is a dedicated and secure online system accessed via the contact tab at the top of the home page on the school website or via the inbox on the Synergy Parent App. To raise a concern using Parentline:

- Please register your concern as concisely as possible using the form on Parentline to ensure we have all the necessary details.
- Please ensure that communication with the school is polite and respectful at all times (for further information please refer to the Code of Conduct (Parent/Carer) on the website).
- Your concerns will be passed on by the administrator to the most appropriate person to deal with your query.
- In the case of concerns relating to subject issues it is likely that the Subject Teacher or Subject Leader will respond. Other concerns will normally be dealt with by the Progress Tutor or the Progress/Assistant Progress Leaders.
- We aim to respond to queries within a maximum of five working days but in many cases it will be sooner than this. The member of staff dealing with your concern may respond via Parentline, by phone or may ask you to come into school.
- Staff emails are for internal purposes only; emails sent to individual staff addresses will not receive a response.
- Members of staff may not be able to respond to immediate requests for telephone conversations made via Parentline. Please give sufficient detail in your message to help us determine how best to respond.
- During the school day, staff are involved in teaching and learning and the day-to-day running of a busy school and therefore we regret it will not be possible to transfer phone calls directly to staff. The receptionist will transfer any concerns or requests onto Parentline and they will be forwarded to the appropriate person who will respond as provided above.

If contact via Parentline is not possible:

Parents may phone school during office hours (9am – 4pm). The receptionist will take details of your concern and transfer it onto the Parentline system.

Making an appointment

If, following communication on Parentline, the school feels it necessary to make an appointment, parents will be contacted. It will not be possible to see any member of staff without a pre-arranged appointment, the arrangement of which will be at the school's discretion.

When attending for an appointment, parents must sign in at Reception in the Lodge (just inside the main gate) on arrival. A visitor's badge will be issued and a member of staff will escort parent(s) to a meeting room.

Please note that abusive or threatening behaviour will not be tolerated, either in written form, on the phone, in a meeting, or any other time (for further information please refer to the Code of Conduct (Parent/Carer) on the website).

Contacting a pupil in school

Parents who wish to contact pupils to relay an urgent message may telephone the school office. To minimise disruption to teaching and learning we would request that this facility should be reserved for emergencies. Any messages we deem urgent will be passed to the pupil concerned.

Pupils must keep their mobiles switched off during the school day and put away in their school bag. Parents **must not** use this as a method of communication during school hours.

The use of mobile phones by pupils during the school day is strictly prohibited. If pupils use a mobile phone to communicate with parents during the school day this will be treated as a significant breach of this rule and will result in the confiscation of the phone under the school's Mobile Phone Policy. If pupils need to contact home during the day they should go to pupil reception in the main school building to request this, and the school may do so at its discretion.