



KING EDWARD VI GRAMMAR SCHOOL

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Policy Statement

King Edward VI Grammar School recognises that the education of young people is most effective when there is a strong partnership between home and school. Positive relationships between staff, students, parents and carers, built upon mutual respect and trust, support students to thrive academically, socially and emotionally.

Parents and carers play a vital role in supporting attendance, learning, wellbeing and personal development. The School welcomes and encourages parents and carers to participate fully in the life of the School.

Parental engagement is important in supporting attainment and progress, and parents/carers have a legitimate right to understand what their child is learning at school and the progress they are making.

However, it is equally important that all communication between parents/carers and the School remains appropriate, proportionate and respectful, recognising the professional expertise of staff and their entitlement to a healthy work-life balance.

The purpose of this policy is to promote effective communication and to provide clarity regarding the standards of conduct expected of all members of our school community.

This policy outlines:

- The principles underpinning positive communication;
- How communication between home and school should take place;
- Expectations regarding respectful behaviour;
- The procedures for reporting concerns;
- The steps the school may take where communication becomes unreasonable or unacceptable.

Principles of Communication

King Edward VI Grammar School is committed to ensuring that communication with parents and carers is:

- Respectful and professional;
- Timely and constructive;
- Honest and transparent;
- Focused on achieving the best outcomes for students;
- Accessible and inclusive;
- Conducted in accordance with safeguarding and data protection requirements.

Parents and carers are expected to communicate with staff in the same manner.

Communicating with the School

Parents and carers may contact the School through:

- Email;
- Telephone;
- The School reception team;
- Parent consultation evenings;
- Scheduled meetings;
- The School website and parent communication systems.

The School staff and Governors will always endeavour to be accommodating and prompt in their communications with parents and carers. All communications to the School should be acknowledged within **48 hours** and parents/carers should be provided with an indication of the timeframe within which the matter will be considered and addressed.

If parents/carers do not receive an acknowledgement within 48 hours, they are encouraged to contact the School again to ensure that their communication has been received.

Please note: the 48-hour acknowledgement period applies during term time only and does not apply when the School is closed, including weekends, bank holidays and school holiday periods.

Reporting a Concern About Your Child

King Edward VI Grammar School encourages parents and carers to contact the School promptly if they have concerns regarding their child's welfare, wellbeing, behaviour, attendance, friendships or any other pastoral matter.

To ensure that concerns are directed appropriately and dealt with efficiently, parents and carers should use the following contact routes:

- **Key Stage 3 students (Years 7–9):** Parents and carers should contact the **Key Stage 3 Pastoral Team** using the dedicated email address:
KeyStage3@kevigs.lincs.sch.uk
- **Key Stage 4 students (Years 10–11):** Parents and carers should contact the **Key Stage 4 Pastoral Team** using the dedicated email address:
KeyStage4@kevigs.lincs.sch.uk
- **Sixth Form students (Years 12–13):** Parents and carers should contact **Mr Gallacher** or **Mrs Challis** using the dedicated email address:
SixthForm@kevigs.lincs.sch.uk

Where concerns relate to safeguarding or the immediate safety of a student, parents and carers should clearly indicate this in their communication so that it can be prioritised appropriately.

If a parent or carer believes that a child is at immediate risk of harm outside of school hours, they should contact the relevant emergency services or children's social care team.

Expectations Regarding Communication

To support positive and effective relationships between home and school, parents and carers are asked to note the following:

- All communications, whether written or verbal, should be calm, courteous and respectful. Parents and carers should remain mindful of the right of all members of staff to be treated with dignity and respect.
- The School Reception is open from **8.00 a.m. until 4.00 p.m.** during term time.
- Parents and carers should be aware that mornings and the end of the school day are particularly busy periods for staff and reception personnel.
- Staff are employed under differing contractual arrangements and working patterns. This may affect when responses can reasonably be provided. Parents and carers should note that staff may not routinely respond to emails received after **4.00 p.m.**, during weekends or during school holiday periods.
- Members of staff have significant teaching, pastoral and leadership responsibilities throughout the school day. Pastoral staff frequently have pre-arranged meetings, and teachers spend the majority of their day delivering lessons. Therefore, if parents and carers wish to speak with a member of staff, they are requested to arrange an appointment at a mutually convenient time when the member of staff can give the matter their full attention.
- It will not ordinarily be possible for parents and carers who arrive at school without an appointment to meet with members of staff due to existing professional commitments and safeguarding considerations.
- Where a concern remains unresolved after attempts have been made to address it through the appropriate channels, parents and carers should refer to the School's **Complaints Policy**, which is available on the School website.

Appropriate Routes for Enquiries

<u>Nature of Concern</u>	<u>Intended Recipient</u>	<u>How to Contact</u>
Academic progress and subject-specific concerns	Subject Teacher	Via Key Stage Emails or Sixth Form Admin or Phone Reception
Attendance, wellbeing or pastoral concerns	Form Tutor or Pastoral Team	Key Stage Emails or Sixth Form Admin (please note Absence email for school absences)
Special Educational Needs and Disabilities	SENDCo	SEND@kevigs.lincs.sch.uk
Safeguarding concerns	Safeguarding Team	Safeguarding@kevigs.lincs.sch.uk or phone reception
General administrative enquiries	School Office	Reception@kevigs.lincs.sch.uk
Concerns that remain unresolved	Relevant Senior Leader	Via the Headteacher@kevigs.lincs.sch.uk
Formal complaints	See Complaints Policy	

Standards of Communication

All members of the school community should treat one another with dignity and respect.

The following behaviours are unacceptable:

- Shouting or aggressive behaviour;
- Abusive, threatening or intimidating language;
- Personal attacks on staff, governors or other members of the School community;
- Excessive, repetitive or unreasonable communications;
- Recording meetings or conversations without the knowledge and agreement of all participants;
- Approaching other students to discuss or address disputes involving children;
- Using language that questions professional competence in a disrespectful or abusive manner;
- Invading personal space or behaving in a manner that causes intimidation or distress.

Lengthy, demanding or disrespectful communications can significantly impact staff wellbeing and their ability to fulfil their professional responsibilities.

Use of Social Media

King Edward VI Grammar School recognises the positive role that social media can play in celebrating achievements and sharing information.

However, parents and carers should not use social media platforms to:

- Make derogatory or defamatory comments about staff, students or the School;
- Pursue complaints outside established procedures;
- Share confidential information relating to members of the school community;
- Engage in behaviour that may constitute harassment or cyberbullying.

Concerns should be raised directly with the School through the appropriate channels so that they can be considered fairly, appropriately and effectively.

The School reserves the right to take appropriate action where social media use adversely affects the wellbeing, safety or reputation of members of the School community.

Behaviour on School Premises

King Edward VI Grammar School is committed to maintaining a safe environment for students, staff and visitors.

Parents and carers visiting the School are expected to:

- Behave respectfully towards staff, students and other visitors;
- Follow safeguarding and visitor procedures, including signing in at reception;
- Avoid any behaviour that disrupts the operation of the School;
- Refrain from using threatening, intimidating or abusive language.

Violence, threats of violence or criminal damage will be reported to the police.

Parents and carers must not approach another person's child in order to reprimand or discuss issues involving students. Any concerns relating to student conduct should be reported to the School so that they can be addressed appropriately.

The School site is private property and reserves the right to withdraw permission to enter the premises where behaviour presents a risk to others or significantly disrupts the operation of the School.

Managing Unacceptable Communication

Where communication becomes unreasonable or unacceptable, the School may take proportionate action, including:

- Reminding individuals of the expectations set out in this policy;
- Ending meetings or telephone conversations where behaviour is inappropriate;
- Requiring communication to take place through specified channels, such as email or letter;
- Restricting access to School premises where necessary;
- Seeking advice from legal representatives;
- Reporting serious incidents to the police.

Any action taken will be proportionate, reasonable and intended to maintain a safe and respectful environment for all members of the School community.

Monitoring and Review

This policy will be reviewed annually, or sooner should changes in legislation or local circumstances require it.

Related Policies

This policy should be read alongside the following School policies:

- Complaints Policy;
- Safeguarding and Child Protection Policy;
- Behaviour Policy;
- Data Protection Policy;
- Staff Code of Conduct;
- Home–School Agreement.

King Edward VI Grammar School values the support of parents and carers and believes that respectful, open and constructive communication is fundamental to ensuring that all students flourish and achieve their full potential.