COMMUNICATION POLICY

PROCEDURE	REFERENCE	FORM
	SAR1 – Parent Information Pack	SPF16 – Employee Query Form
		SPF24 – Listening to Staff
		SSF4 – Meeting Notes
		SSF10 – Designated Responsibilities
		SSF41 – Staff Meeting Agenda
		SAF7 – Miscellaneous Meeting Minutes
		SMF5 – Annual Parent Questionnaire
		SMF17 – Initial Parent Consultation Document
		SMF18 –Parent Induction Checklist

Langley Hall Arts Academy understands that effective communication is essential within the working environment.

Systems are in place to facilitate the flow of information both from managers to employees and vice versa, from the setting to parents and vice versa, and to suppliers and the external network of multi-professional teams and vice versa.

Managers to employees (and vice versa)

A variety of forms are used by the staff and the management team to communicate with each other. These include:

- Meeting Notes **SSF4**
- Staff Meeting Agenda **SSF41**
- Designated Responsibilities (poster) **SSF10**
- Employee Query Form **SPF16**
- Listening to Staff **SPF24**
- Miscellaneous Meeting Minutes **SAF7**

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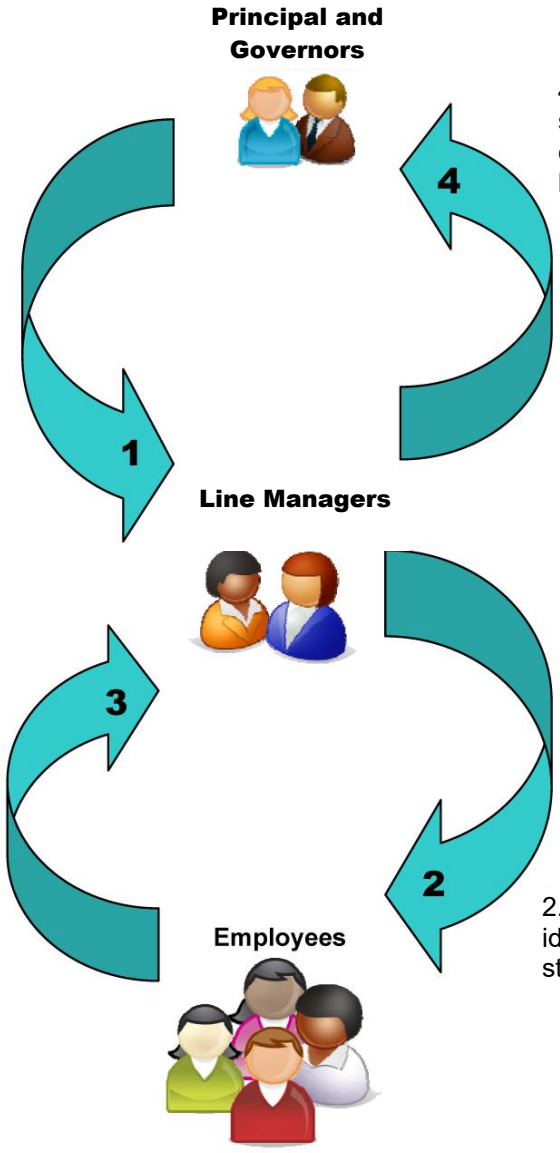
The four stages of communication



4. Line managers feed back staff suggestions and comments. Plans are refined before implementation.

1. Ideas and information given by Principal to Line Managers at meetings

3. Staff feed back their suggestions and comments.

2. Line Managers discuss ideas and information with staff.

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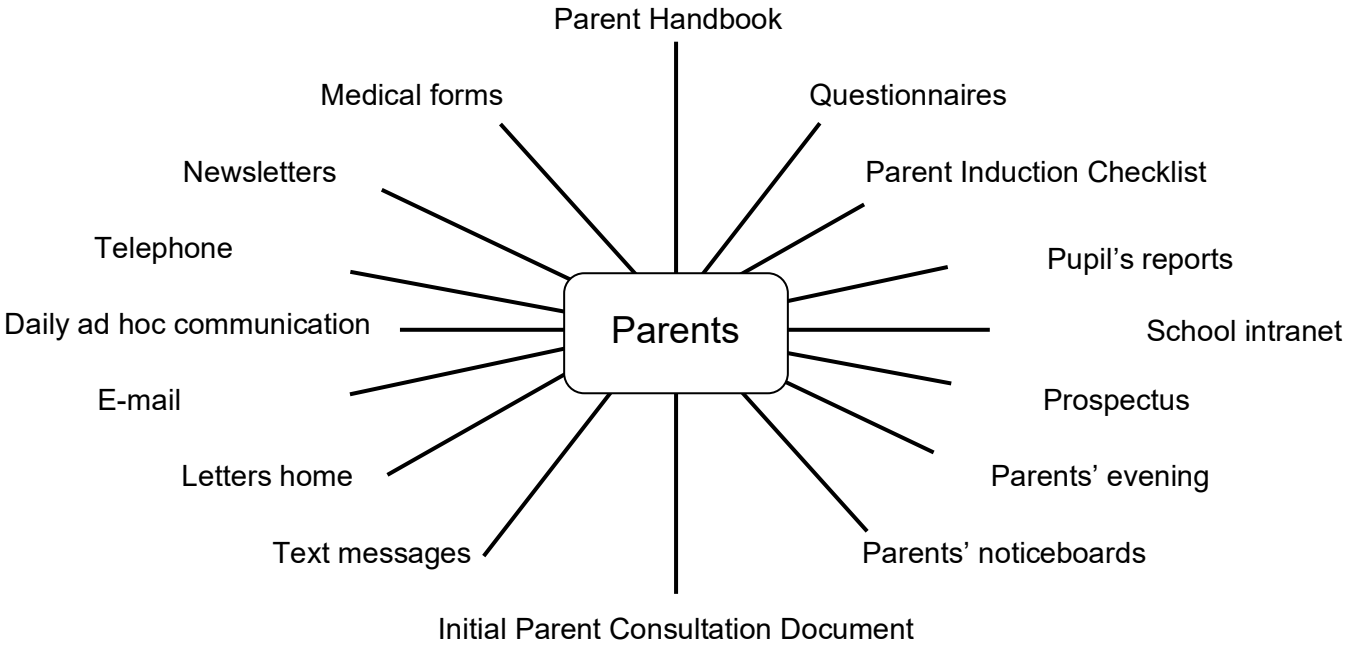
Setting to parents (and vice versa)
Whatever the purpose and whatever the method, staff should remember that communication should be professional and appropriate to the situation.

Communication with parents may be:

- general i.e. to all parents in a class or the whole school e.g. newsletters or noticeboards
- specific i.e. to a particular parent e.g. phone call, letter etc.
- regular i.e. every day, week, quarter e.g. Annual Parent Questionnaire **SMF5**
- occasional i.e. only when a child starts at the school, when a specific issue arises e.g. Parent Information Pack **SAR1**, Parent Induction Checklist **SMF18**, Initial Parent Consultation Document **SMF17**



Suppliers and external network of multi-professional teams
Communication is usually with senior members of staff.

Suppliers should always provide written documentation for orders received.

Multi-professional meetings should be minuted using Miscellaneous Meeting Minutes **SAF7**.

Media communication
Only the Principal or the Chair of Proprietors or the Chair of Governors should communicate with the media.

Employees are reminded of the confidentiality clause in their contracts of employment. No details of the school's operations should be disclosed to the media without the prior consent of the management.

EVALUATION

This policy will be kept under review on an annual basis.

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