



# COMMUNICATIONS POLICY

Policy Approved: September 2025  
Policy Renewal: September 2026

Reviewed by the LGB Governors

“The Governors of Range High School are committed to safeguarding and promoting the welfare of children and young people at every opportunity and expect all staff and volunteers to share this commitment”

## Introduction

Every member of staff has a responsibility to support effective communications and needs to recognise that the quality of their communications reflects on the school's reputation. We strive to ensure that communications between all members of the school community are clear, professional, timely and effective in their purpose.

Range High School uses several different methods to maintain effective communication with parents and carers, other schools, the wider community and outside agencies. Depending on the nature of the communication, the school will use the most practicable means to contact the recipient.

Communication on issues that affect the safety and wellbeing of a student will be treated as a priority. The school holds emergency contact details for all students and families are asked to alert the school immediately if contact information needs to be revised.

The key stakeholders for a school are parents, carers and students and this policy addresses the main ways in which the school will ensure there is effective two-way communication between home and school.

The school recognises that engaging and working with parents and carers is a vital key in providing their child with an excellent education. Parents and carers are offered opportunities throughout the year to convey to us what they expect from and think of the school. Our wish is to involve as many parents and carers in their child's education as possible.

## Aims

Our aims include the following:

- To maintain effective, proactive and professional communications
- A variety of forms of communication will be used to contact parents and carers, for example, telephone contact, e-mail and post
- All written and telephone enquiries will be dealt with promptly and parents and carers can expect an acknowledgement within 2 working days
- Parents and carers are contacted for positive as well as negative reasons
- Parents and carers will be encouraged to support their child's learning at school and at home. Homework information will be provided via the ClassCharts app
- To ensure that the school website is regularly updated with key information and calendar dates.

## Communication with parents

The school aims to ensure that parents receive regular and relevant correspondence from the school.

1. Staff will always seek to establish open and friendly relationships with parents, it is appropriate that relationships are professional and parents are addressed in a formal manner.
2. Communication can take a variety of forms:
  - email (Arbor) \*
  - text message
  - ClassCharts
  - the school website
  - Half-termly newsletter
  - social media
  - post

The majority of our school communications will be sent via email, these will be on a regular basis. Parents should contact [admin@range.sefton.sch.uk](mailto:admin@range.sefton.sch.uk) if regular communications are not being received.

\*Emails will include the following in subject headings:

**URGENT:** For emails which need to be read and/or actioned immediately

**INFORMATION:** Emails which share information such as dates for an event, school report

**FOR ACTION:** Emails which require an action to be completed such as a form to complete

**REMINDER:** Where a reminder is issued by email, such as a multi-day or trip taking place

### **Communication from Parents/Carers**

1. The school encourages parents/carers to share any issues about their child at the earliest opportunity. This can be done via email (to [admin@range.sefton.sch.uk](mailto:admin@range.sefton.sch.uk) or directly to the relevant staff member) or by phone on 01704879315. The relevant member of staff will contact parents/carers within 2 working days of the issue being raised.
2. If a parent/carer would like to speak to a staff member in person, please contact the school in advance to arrange an appointment. Staff may not be available if a parent/carer arrives at school without an appointment.

### **School Website**

The school has developed and maintains a website aimed primarily at providing pupils, parents, prospective parents and the local community with relevant information. The school ensures that it complies with all relevant statutory guidance and best practice related to school-based websites.

The website includes:

- Important information about the school
- List of trustees including department links
- Staff lists for teaching and associate staff
- Job roles and photographs of the Senior Leadership Team
- Key dates calendar for the academic year
- Relevant performance information
- Contact details
- School Policies

### **Social Media**

The school's primary social media account is on Instagram (@RangeHighSchool) however some individual departments also have their own accounts on Twitter and Instagram.

The aim is to share relevant news about our school with our families and community and inform them about forthcoming events. Photos and pupil information posted will be compliant with the photo permissions form completed by parents/carers when the student joins the school or when the student is going on a trip.