

**BEBINGTON HIGH SPORTS COLLEGE**



**COMMUNICATIONS**  
**POLICY**

**Agreed/Reviewed by Governors – see reverse**

# COMMUNICATIONS POLICY

## Introduction

At Bebington High Sports College we are striving for an open, professional organisation in which all members of the community feel valued and able to play a full part in its development. The principles underlying the School's communications policy are reflected in its commitment to Quality Management in every area.

"The ideal organisation and the one with the best chance of success is one where, if you ask anyone from the chairman down to the newest recruit on the top floor what the organisation is trying to do, you will get the same answer"... (Sir John Harvey Jones).

## Internal Communications

We are striving to create a school where communications are characterised by the following attitudes, a school where:

There is an understanding of mutual responsibility.

Individuals and teams contribute to planning and policy.

Decisions are by those who will implement them.

All Staff contribute to decision-making on the grounds of skill and knowledge.

The opinions of junior staff are respected.

Staff feel free to discuss difficulties as a means of solving problems.

Staff feel free to ask for help.

Staff celebrate strengths and successes and to confront poor performance.

Discussions are open and professional, they are accepted as a normal feature of the life of a complex organisation.

Feedback on performance is welcomed by all staff.

All staff feel free to question and propose change and innovation.

## Communicating with Parents

All communications must aim to be:

Clear  
Honest  
Lucid

Direct  
Reassuring  
Economical

BEBINGTON HIGH SPORTS COLLEGE believes that students achieve their best when school and family work together.

All parents receive:

- A detailed annual report on their child's progress and performance in each subject, including comments from the Form Tutor.
- Detailed assessment data three times a year.
- Two opportunities every year to meet the Form Tutor and other subject staff at Student review days.
- (Parents who are concerned for any reason about their child's progress/welfare need not of course wait for these annual meetings, but are encouraged to make an appointment to see the appropriate member of staff as soon as possible.)
- Access to the school profile and SEF documents.
- Regular, structured opportunities to give their views on the School, its policies and future developments.
- A School Prospectus and Guidance Brochure when their sons/daughters moves between any key stage involving the School,
- A School Newsletter as appropriate, outlining forthcoming events, achievements, general news items.
- Other occasional letters as required.

## Communicating with Students

All communications must aim to be:

Clear  
Honest  
Lucid

Direct  
Reassuring  
Economical

BEBINGTON HIGH SPORTS COLLEGE believes that students achieve their best when teachers and students communicate effectively.

All students receive:

- A detailed annual report on their progress and performance in each subject, including comments from their Form Tutor.
- Detailed assessment data three times a year.
- Two opportunities every year to meet their Form Tutor and other subject staff at Student review days.
- Access to the school profile and SEF documents.
- Regular, structured opportunities to give their views on the School, its policies and future developments.
- A school council.
- A School Prospectus and Guidance Brochure when they move between any key stage involving the School,
- Detailed assessment of and for learning feedback via their planners, work books and other assessments.
- Assemblies

## **Communicating with Governors**

a) There is a meeting of the full Governing Body of Bebington High Sports College once per term. This meeting is attended by the Head Teacher other senior staff as appropriate. Other meetings of the full Body are organised as appropriate.

b) There is also an extra full meeting of the Governors in the summer term, to which members of Senior and Middle Management are invited to report on the progress of innovations and developments.

c) The Governing Body has also established the following committees which meet at regularly (at least termly):

FINANCE  
PASTORAL/SEN/DISCIPLINE  
CURRICULUM & POLICY  
HEALTHY & SAFETY

d) Governors are encouraged to engage themselves actively in the daily life of the School in a number of ways: serving on Working Parties, involvement in the Process of Development Planning, SEF activities, attendance at School Functions and linking with Departments

## **Complaints**

In the event of the School receiving a complaint from any pupil, parent or member of the community. As soon as a complaint is received, the Deputy Head (responsible for communications) should be informed, using the appropriate form whenever possible. They will keep a file of all such reported complaints including details of:

- a) Member of staff dealing with the complaint
- b) Result(s) of the investigations
- c) Action(s) taken
- d) Recommendations for eradicating fault/problem
- e) Response time

Statistics about complaints will be reviewed annually by the Senior Management and/or Policy Group.

All investigations must be conducted thoroughly, be fully documented and acted upon quickly. Whenever possible the outcome of investigations will be immediately conveyed to all concerned parties.

All complaints must be treated seriously. Students, parents and members of the community must never feel that they are being dismissed without a fair hearing.

We acknowledge that we are all human and capable of making mistakes, despite our very best efforts. If, after consideration, we find that we have made a mistake, we should be willing to admit this and ensure the opportunity for a repeat of this is minimised/eradicated in the future.

If parents/members of the community are unhappy with the outcome or conduct of our procedures, they have access to the Wirral Education Authority's official Complaints Procedure.

## BEBINGTON HIGH SPORTS COLLEGE COMPLAINTS PROCEDURE

Name

Date

Address

Tel

Brief Details:

Action Taken/Response/Recommendations for Improvement

Staff

Response Time