

Communication Plan



Communication Plan developed by Mr Grogan (Headteacher) in consultation with all staff: December 2024

Communication Plan approved by Governors: January 2025

Shona Taylor

Chair of Governors

Mr M Grogan

Headteacher

Communication Plan shared with staff and shared on the school website: January 2025

'Never settle for less than your best'

COMMUNICATION PLAN

Our school motto

Never settle for less than your best.

Our Vision

Following in the footsteps of Jesus, each member of our community will flourish as resilient, respectful and adaptable individuals prepared for life's journey. Along the way we will encourage and inspire each other to continue growing as beacons of light in our own lives and the wider world.

Our Mission Statement

St. George's Central seeks to provide quality education rooted in the Christian faith, serving the spiritual, moral, and educational needs of the community of which it is part.

Rationale

This plan sets out the different methods of communication used by school and states who is responsible for each part. The second table in this plan states the appropriate personnel to contact regarding different individual issues.

Aims

- To fulfil the requirements of the values and principles in society, especially for the Church of England:
 - Trust
 - Mutuality
 - Empathy
 - Inclusion
 - Loving Kindness
- To provide a fair and proportionate contact system for all – parents/carers and staff.
- To ensure that situations are dealt with fairly and reported proportionally, reflecting the hierarchy of the Behaviour and Relationships Policy – class issues are not disproportionately handled by a senior leader or the Headteacher.
- To respect the roles and responsibilities of each staff member (Class teacher/Subject leader/Pastoral Manager (Designated Safeguarding Lead) are the first contact point for parents/carers, not the Headteacher).

Objectives

To ensure that we fulfil the aims above, we will provide the following:

- List key contacts in this Communication Plan.
- Outline and share timeframes for a response in the Plan.
- School will only work towards the timeframes outlined in this Communication Plan.
(exception: if a formal complaint is made, then please refer to the Compliments and Complaints Policy for the timeframes within that policy: [Compliments and Complaints Policy](#))
- Have a hierarchical response to parental queries/concerns, for example: class issues are brought to the attention of the class teacher etc. This provides all parents/carers with a clear pathway if their query/concern is not resolved.
 - Class teacher / pastoral manager / subject leader (depending on the nature of the query)
 - Progress to include a member of the senior leadership team (Mrs O'Brien, Mrs Malley, Mrs Leech or Miss Taylor) along with the initial staff member dealing with the situation.
 - Progress to the Headteacher
 - If after following the plan and the issue is still unresolved, then parents/carers should submit a formal complaint as they have fully exhausted a hierarchical response route.
- Encourage parents/carers to share the nature of their communication in the first contact with school, so that it can be sent on to the most appropriate staff member. This also provides time for staff to begin to look into the situation so that a more timely and effective response can be given.

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- Encourage parents/carers not to mark their contacts for the attention of the Headteacher (as this can often cause a delay in a response, especially if submitted during DfE / financial statutory time periods).
- Reduce the risk of enforcing parental bans (bans from the school site and communication bans).

For reference, schools are private grounds and parents/carers do not have a right to be on the grounds during the day. Parents/carers have an implied licence to be on the grounds at the start of the school day, end of the day and at agreed times (Class Worship, Open Afternoons, Parents' evening etc). [Click here to access the DfE document](#). Inappropriate communication from parents/carers, can lead to communication plans being actioned. Examples of inappropriate communication include but are not limited to:

- Threatening or inappropriate language.
- Attempting to impose timeframes on school for responses.
- Repeated communications about matters which have been dealt with.
- Attempts to impose personal beliefs on school which do not reflect school policies.

Meetings requested by parents/carers

Parents/carers to contact the office and request a meeting at a mutually convenient time.

Conversations with staff on duty (morning gate or after school) regarding class/school matters is not appropriate and staff will politely request that you contact the office to request a meeting. (These times are not private; staff have other responsibilities to fulfil, and they may not be in receipt of the information you require and therefore the conversation becomes unfulfilling for all).

Requests for immediate meetings will not be accepted unless the nature of the meeting requires so (urgent safeguarding concerns).

School will ensure that the right staff member meets with parents. Parents may request specific staff but if it is not appropriate at that time for senior staff to attend, they will not. This ensures that parents have options to progress matters should the situation arise in the coming days/weeks.

Methods of Communication

Method of communication	Details	Intended recipient/audience	Who is accountable for this?
Electronic version of school newsletter	Communicated monthly: -via email to all classes -via a link on the opening page of the website	All members of the school community	Headteacher and Admin Officer In the absence of the Headteacher, the School Business Manager
Paper version of school newsletter	Communicated monthly: -via the letter holders in the entrance area in school and at our Lancaster Avenue Nursery.	All members of the school community	Headteacher and Admin Officer In the absence of the Headteacher, the School Business Manager
Digital version of school newsletter	Communicated monthly: -via both the electronic and paper version of the newsletter. -via a link on the newsletter email -via a link on the opening page of the website	All members of the school community	Headteacher and Admin Officer In the absence of the Headteacher, the School Business Manager
School website	Information is updated as and when required.	All members of the school community	Headteacher School Business Manager Subject leaders Class teachers
Social media posts on school accounts: Class 'X' pages	Posts are uploaded as and when required. These posts are to celebrate the positive aspects of school life and are not a form of communication between home and school.	All members of the school community	Class teachers

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Social media posts on school accounts: Facebook page	Posts are uploaded as and when required. These posts are to celebrate the positive aspects of school life and are not a form of communication between home and school.	All members of the school community	Headteacher
OurSchool App	The dates of events are updated as and when required.	All members of the school community	Headteacher and Admin Officer
Letters and emails sent to parents/carers	Information sent out as and when required, for example: -key dates/termly dates -school events (ATSA, community events) -parents' evening information -school productions -Swimming information Other letters/emails are sent out as the need arises, for example: -information from Wigan Council -changes to staffing	All members of the school community Individual parents /carers or an identified class	Headteacher and Admin Officer In the absence of the Headteacher, the School Business Manager
Text messaging service	Information sent out as and when required.	Parents/carers	Headteacher, School Business Manager and Admin Officer
Pupil planners	Checked daily	Parents/carers, pupils and class teachers	Parents/carers and class teachers

Contacting the school

Parents/carers must contact school via the office (email or phone). This provides a time stamp of contacts from parents/carers to school. A written log will be kept in the office of phone call messages. Messages to school staff on the school gate should be for those minor messages that can be forwarded on to the school office, for example: my child has been a little unwell this morning, uniform issues, change of person collecting after school etc.

Any school social media accounts are not used as a 2-way communication tool. They are used as a window into the life of school.

School Office contact details:

Phone number – 01942 883773

Email – enquiries@admin.saintgeorgescentral.wigan.sch.uk

The office at **school** is open between the hours of 8:00am and 4:30pm during term times.

Lancaster Avenue Nursery Office contact details:

Phone number – 01942 889779

The office at our **Lancaster Avenue Nursery** is open between the hours of 8:30am and 4:00pm during term time.

Role of the Head Teacher/Deputy Head Teacher and staff in school

The Headteacher has a strategic over-arching role in school rather than being directly involved in the day-to-day situations of the school day. At set times in the school year, there are statutory deadlines with which we must comply. During these times, the Headteacher may not be as readily available.

The Deputy Headteacher acts as the Headteacher when the Headteacher is unavailable. If you specifically require the Headteacher (appeals to suspensions, part of the hierarchical process etc), then you may, at times have a slightly longer wait than usual.

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Staff in school have designated responsibilities (class and subject specific responsibilities). Please note, often, the person best equipped to support you with your concerns is your child's class teacher or the subject leader. Further details (including time frames where relevant) are outlined in the table below:

Who to contact in school – Specific Queries

Query	Who to contact	Contact information and availability
Absences	The school office	<p>You can report your child's absence from school/Darlington Street Nursery by contacting the school office on:</p> <p>Phone number – 01942 883773 Email – enquiries@admin.saintgeorgescentral.wigan.sch.uk</p> <p>The office at school is open between the hours of 8:00am and 4:30pm during term times.</p> <p>You can report your child's absence from our Lancaster Avenue Nursery by contacting the school office on:</p> <p>Phone number – 01942 889779</p> <p>The office at our Lancaster Avenue Nursery is open between the hours of 8:30am and 4:00pm during term times.</p>
Safeguarding concerns	Miss O Peaty	<p>Miss O Peaty – 01942 883773 Email: o.peaty@saintgeorgescentral.wigan.sch.uk</p> <p>Alternatively contact the school office or our Lancaster Avenue Nursery – as above.</p> <p>Response time will depend on the nature of the disclosure and availability of external sources for support. Parents/carers should notify social care themselves if they believe the incident meets threshold.</p> <p>Please refer to the Child Protection and Safeguarding Policy for full details.</p> <p>If you believe the child to be in immediate danger, then contact 999.</p>
Special Educational Needs/Disability (SEND) concerns	Mrs T Leech Child's class teacher	<p>Mrs T Leech – 01942 883773 Email – enquiries@admin.saintgeorgescentral.wigan.sch.uk</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the concerns and availability of external sources for support. Most replies will be responded to within 3 working days. School has 5 days to respond to communications.</p> <p>Please refer to the SEND policy and supporting information on the school website for full details.</p>
Pastoral Matters	Child's class teacher via the office Miss O Peaty	<p>Please send any pastoral matters (medical or change of home circumstances, ill family members, child upset or feeling unsettled) in to school via your child planner or via the school office, marked for the attention of the child's class teacher.</p> <p>Alternatively, you can contact Miss O Peaty:</p> <p>Miss O Peaty – 01942 883773 Email: o.peaty@saintgeorgescentral.wigan.sch.uk</p>

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General queries	School office	<p>School phone number – 01942 883773 Email – enquiries@admin.saintgeorgescentral.wigan.sch.uk</p> <p>Lancaster Avenue phone number – 01942 889779</p> <p>Please note: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings/events scheduled.</p>
Late arrival/collection from school/Lancaster Avenue Nursery	School office	<p>Phone number – 01942 883773 Email – enquiries@admin.saintgeorgescentral.wigan.sch.uk</p> <p>Lancaster Avenue phone number – 01942 889779</p>
General complaints/queries	School office	<p>Your child's class teacher is the first port of call.</p> <p>If it is not resolved then you can raise the matter with the senior leader for the department. If your child's class teacher is a member of the senior leadership team, then an alternative senior leader will attend the meeting.</p> <p>If the matter is then still not resolved, then a meeting with the Headteacher will be arranged.</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p> <p>Please note: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings/events scheduled.</p>
Formal complaints	School website	<p>The personalised DfE/Wigan Model Complaints Policy can be freely downloaded from the school's website:</p> <p>Compliments and Complaints Policy</p> <p>Please ensure you have followed the process prior to the complaint becoming formal, as the policy outlines the procedures, which must be followed, and you will be referred back to an earlier point in the process if you have not followed the process.</p> <p>Please ensure you have read the serial complaints section – this outlines expected parental behaviours – Examples of inappropriate behaviour: persistent communication with school over matters arising, imposing personal or unrealistic timeframes and beliefs on school and threatening behaviour.</p>
Freedom of information and subject access requests	School office	<p>As above.</p> <p>Please refer to the GDPR section of the school website for all policies: GDPR</p> <p>School's nominated GDPR Officer is Mr C Stilwell (Judicium Consulting Ltd) – contacted via Mrs Smith in school.</p>

Please note: the method for communication set out in this plan are the only ways you should make contact with school/school staff.

No staff should be contacted privately via any social media profiles or account.

[Click the link to see the current staffing structure which includes subject leaders and areas of responsibilities](#)

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Monitoring of this Plan

This plan is continually monitored and will be regularly updated in line with statutory changes in requirements to schools, changes to school staff and any changes in approach.

Who to contact when I have a concern – General Guide

General concerns	Safeguarding concerns
Step 1	
Class teacher – first instance for class matters.	Miss Peaty – first instance for safeguarding matters which are not class based. If it is not about your child, we are limited in what we can share/discuss.
If this does not resolve the situation, proceed to Step 2	
Step 2	
Class teacher and a senior member of staff.	Miss Peaty – go back and speak again or ask for clarification. If it is not about your child, we are limited in what we can share/discuss.
If this does not resolve the situation, proceed to Step 3	
Step 3	
Headteacher	Headteacher
If this does not resolve the situation, proceed to Step 4	
Step 4	
Compliments and Complaints Policy	Compliments and Complaints Policy Safeguarding, Child Protection and Early Help Policy
If this does not resolve the situation, proceed to Step 5	
Step 5	
Ofsted Department for Education	Ofsted Department for Education Wigan LA Manchester Diocese

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