



Broughton Hall Catholic High School

Communications Policy

Effective September 2025 – August 2026

1. Introduction

At Broughton Hall Catholic High School, we recognise that clear and respectful communication between school, parents/carers, pupils, staff, governors, and external stakeholders is vital in supporting our mission to provide a high-quality Catholic education. This policy outlines how we ensure communication is timely, professional, inclusive, and focused on the best outcomes for our pupils.

2. Communication Principles

- Professionalism: All communication should be respectful and courteous, using formal titles (e.g., Mr, Mrs, Miss, Dr) when addressing parents/carers.
- Timeliness: Acknowledge within 2 working days; respond within 5 working days where possible.
- Accessibility: Communication will consider language, disability, and preferred formats.
- Confidentiality: All communication complies with GDPR and safeguarding policies.

3. Contacting the School

Email

- Email is the preferred method of communication for non-urgent matters.
- Please use the email address: schooloffice@broughtonhall.com
- For Subject-specific queries: please mark emails for the attention of the relevant Head of Department.
- For Pastoral concerns: please mark emails for the attention of the relevant Head of Year/Student Support Manager.

Telephone

- For general queries, please telephone: 0151 541 9440
- Messages will be relayed promptly; urgent issues escalated to senior staff.
- Leave voicemails when possible; calls returned within 2 working days.
- Staff will not respond outside working hours (7:30am–5:00pm).
- Only official school email accounts are to be used.

4. Meetings with Staff

All meetings must be arranged in advance. Parents/Carers should not arrive at school for a meeting unless this has been prearranged.

The correct procedure for concerns/contact:

1. Form Tutor / Student Support Manager
2. Head of Department/Head of Year
3. Assistant Headteacher
4. Deputy Headteacher
5. Headteacher

- Parents/carers must report to Main Reception upon arrival for a meeting.
- Meetings will aim to be arranged within five working days of the request.

For emergencies, phone reception to request urgent assistance.

5. Communication from School

Methods:

- Email, ClassCharts, Edulink, School Website, and where necessary, letters or phone calls.
- Parents/carers are responsible for ensuring contact information is up to date and three contacts are included.

Social Media:

- Platforms such as X (Twitter), Facebook, and LinkedIn are used to share achievements and updates.
- Formal or sensitive communication will always go through official school channels.

6. External Communication Methods and Conduct

To support productive partnerships with parents, carers, visitors, and external agencies, Broughton Hall Catholic High School maintains professional standards in all forms of communication.

Face-to-Face Communication

- Visitors must report to Main Reception and sign in before meeting with any staff.
- Meetings must be prearranged unless there is a genuine emergency.
- A respectful tone and conduct are expected at all times.
- Staff are supported in ending meetings if they feel threatened or if the interaction becomes abusive.

Telephone Communication

- Phone contact should be made via the main school number: 0151 541 9440.
- Calls will be acknowledged and/or returned within 2 working days.
- All calls may be monitored or logged for safeguarding purposes.

Email and Online Communication

- Use only official school email addresses (e.g., schooloffice@broughtonhall.com) or platforms like Edulink or ClassCharts.
- Communication should be polite, factual, and free of offensive language.
- School staff will not respond to communication that is aggressive, threatening, or harassing.
- Staff responses will occur during standard working hours, however please be aware that staff may not be able to respond immediately due to teaching commitments.

Social Media Engagement

- Public school social media accounts are used for celebration and information sharing.
- Staff will not engage in one-to-one discussions with parents, carers, or students via social media.
- Abusive comments made via social media will be documented and may be reported to the platform and relevant authorities.

7. Abusive or Vexatious Communication

Broughton Hall Catholic High School is committed to protecting its staff and pupils from harm, including verbal abuse, threats, or persistent unreasonable contact.

Unacceptable Behaviours Include:

- Aggressive or threatening language (spoken or written).
- Repeated contact after a matter has been addressed or closed.
- Shouting, physical intimidation, or personal insults.
- Posting defamatory comments on public platforms.
- Recording meetings without permission.

Consequences May Include:

- Ending meetings or phone calls.
- Issuing a written warning outlining appropriate behaviour.
- Restricting methods of contact (e.g., only in writing).
- Involving external authorities, including the police, if necessary.
- Banning individuals from the school site under the School Premises (Conduct of Persons) Regulations 2012.

Reporting and Recording Communication Issues

- All incidents will be logged by staff and referred to the Headteacher or Designated Safeguarding Lead.
- Patterns of vexatious or abusive behaviour will be monitored, and the school will act proportionally and in line with safeguarding and legal advice.

8. Communication with External Agencies

- All inter-agency communication must go through the appropriate pastoral or safeguarding channels.
- All external communication will adhere to school data protection and safeguarding policies.

9. Complaints and Escalations

- If a parent/carer is dissatisfied after following the correct communication procedure, they may refer to the School Complaints Policy available on the school website.

10. Review Cycle

- This policy will be reviewed every two years or sooner if necessary, in consultation with key stakeholders.