

# Herne Bay High School

## Communications Policy 2022 - 2023

Policy reviewed by	K. Molloy Director of Communications	Date of last review	May 2022	Date of next review	July 2023	Date of policy ratification by Governors	12th May 2022
Purpose of Policy							
This Policy aims to: (a) clarify the communication approaches that the school operates and (b) promote positive relationships and partnerships between the school, parents and carers, students, and the wider community through maintaining effective, timely, appropriate, and respectful communication.							

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## 1. Introduction

Herne Bay High School recognises the importance of clear and effective communications with all stakeholders (students, parents and carers, staff, the local and wider community outside agencies, etc), and is committed to being open and accessible for all who have an interest in the school.

Herne Bay High School recognises that effective and respectful communication:

- builds understanding, trust and positive relationships.
- leads to better outcomes for students in their academic and personal development and achievements.
- underpins the school's unwavering commitment to safeguard all members of its school community.

Whereas ineffectual or disrespectful communication:

- can lead to mistrust, misunderstanding and can harm relationships.
- can detrimentally impact students' academic and personal development and achievements.
- can compromise the school's ability to safeguard all members of its school community.

The school recognises that in a multimedia world in which many people have 24-hour access to mobile phones, messaging applications, the internet, and social media that it should embrace different communication opportunities, whilst expecting of itself, and others, that communication from, and to, the school is always effective, timely, appropriate, and respectful.

The school recognises that every member of staff has a responsibility to support the school's commitment to communicating appropriately and effectively with its parents, carers, and students and with all other internal and external stakeholders. Herne Bay High School has a Director of Communications, Kelly Molloy: [k.molloy@hernebayhigh.org](mailto:k.molloy@hernebayhigh.org)

## 2. Principles

Herne Bay 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 and appropriate 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 staff, students, parents and carers, and request that parents and carers notify the school if any contact information needs to be revised and updated.

Staff will always seek to establish friendly relationships with parents and carers but will ensure relationships are professional.

Parents and carers are encouraged to provide the school with a current email address for prompt and effective communication. However, if they are unable to provide a current email address, the school will agree with the parent/carer the most appropriate means for sharing information.

Under no circumstances should staff contact students, or parents or carers using their own personal email address or via any social media messaging platform.

All staff should ensure that any communication with students, colleagues, parent/carers, and others is appropriate in terms of content and tone, including communication via electronic media.

## 3. Aims of the policy

This Policy aims to (a) clarify the communication approaches that the school operates and (b) promote positive relationships and partnerships between the school, parents and carers, students, and the wider community through maintaining effective, timely, appropriate, and respectful communication.

## 4. Communication with parents and carers

**E-mail is the preferred method of communication of Herne Bay High School, and we ask that all stakeholders communicate using this method. Please see Appendix A which gives details of e-mail addresses to be used for contact.**

### 4.1 Deciding the correct member of staff to address a query

Please see Appendix A which details who to contact for different queries or concerns.

#### 4.2 Letters (electronic or written)

Staff will reply to a communication from parents and carers as quickly as possible. The school aims to acknowledge receipt of a letter **within 1 working day and respond to the letter within 5 working days.**

Bulk letters/emails being sent to **all** parents/carers or year groups etc. should be approved by a Vice Principal, Principal or the Director of Communications and sent via the Director of Communications.

Letters of concern or complaint should be directed to the Principal ([principal@hernebayhigh.org](mailto:principal@hernebayhigh.org)) and will be dealt with in accordance with the school's Complaints Policy. This is available from <https://www.hernebayhigh.org/our-school/school-policies/>

#### 4.3 E-mail

If a parent/carer sends an e-mail directly to a member of staff other than those mentioned above, the member of staff who received the e-mail should send the following acknowledgment within 1 working day:

**Thank you for your email.**

**Please contact the main office on 01227 361221 or via email at [office@hernebayhigh.org](mailto:office@hernebayhigh.org) where we will be very happy to help.**

**Emails received will be treated to in the same way as letters: acknowledged within 1 working day and responded to within 5 working days.**

Should there be circumstances where a member of staff who is not a member of the Lower and Upper School Leadership Teams, SLT or member of administrative staff within the school office, wishes to e-mail a parent/carer directly they should discuss this matter with a Vice Principal, Principal or Director of Communications.

Staff have the flexibility to e-mail students when the need arises. his communication will only be to the students' school provided email address and only from a school provided staff 'hernebayhigh.org' email address. Under no circumstance should communication flow from or to any personal/non-school email addresses.

#### 4.4 Telephone Calls

Telephone communication can sometimes prove problematic during a busy school day where staff may be teaching, carrying out additional duties, running clubs, working with students at lunchtime or after school or where staff may be engaged in meetings or supporting students etc.

Parents and carers may be frustrated if they feel that a telephone message elicits no immediate reply when, in fact, there has been no available opportunity for the member of staff to return the call.

Telephone communication into the school may result in parents/carers having to leave a message on an answerphone. School staff check answerphone messages regularly and this will not detract from the school responding in line with our policy.

In a non-emergency, the school aims that **a return telephone call will be made within 2 working days, with any follow up action from the request /query/problem being dealt with within 5 working days.**

It is expected that teaching staff may need to instigate communication with parents, even if there has been no communication from the parent, if there is an issue that arises with a student's learning in a lesson or if they have a well-being concern in their capacity as a mentor as outlined in Teaching Standard 8 Part One: Fulfil wider professional responsibilities, bullet point 5, 'Communicate effectively with parents with regard to pupils' achievements and well-being' and Part Two: Personal and Professional Conduct, bullet point 3, 'Teachers must have proper and professional regard for the ethos, policies and practices of the school in which they teach...'

Staff will make a record on our CPOMS system of a telephone conversation with a parent/carer as appropriate. This will be recorded in the 'communication' category.

Staff are directed to terminate a telephone call if a parent becomes angry or abusive, as the school operates a zero-tolerance approach to aggression, abuse, violence, or anti-social behaviour towards its staff (see Appendix B below).

It is the policy of Herne Bay High School that calls may be recorded or transcribed for training, developmental and operational purposes.

#### 4.5 Texts

Text messages are sent by the school office to parents/carers both in bulk and individually via the Director of Communications.

## 5. Absence

Students will be encouraged to attend regularly and punctually by all staff at Herne Bay High School.

Support is given through various interventions to secure regular attendance.

Parents/carers will:

- inform the school on the first day of their child's absence – this can be in person, via the school's absence line, 01227 289409, via the My Ed App or by text, or e-mail to school: [absence@hernebayhigh.org](mailto:absence@hernebayhigh.org). Failure to notify the school of the reason behind an absence will result in the absence being recorded as unauthorised.
- discuss planned absences with the school in advance. It must be noted that requests for holidays (leave of absence) during term time cannot be granted by the school except in exceptional circumstances and only as agreed by the Principal.
- during lengthy absences, maintain regular contact with the school to assist with the monitoring of the student and the provision of work where appropriate.
- provide medical evidence if the absence is for 5 days or longer. This can be in the form of a doctor's note, appointment card or copy of prescription. Persistent absence due to a medical condition must be supported by a medical professional – appointment cards and prescriptions will not be considered acceptable as medical evidence in persistent absence cases where attendance cannot be improved.
- arrange appointments and outings after school hours, at weekends or during school holidays where at all possible.

*\*Please see the school's Attendance Policy available from <https://www.hernebayhigh.org/our-school/school-policies/>*

## 6. Meeting with Parents and carers

Parents and carers wishing to meet a member of staff must contact the school in advance to make an appointment providing a reason for the request. Appointments are not available immediately or on demand due to commitments during a busy school day where staff may be teaching and have planned appointments. **A request for a meeting should be acknowledged within 1 working day.**

Parents and carers must report to Main Reception prior to meeting with a member of staff and must always sign-in using the electronic system.

Staff are directed to call a meeting to a close in the event of parents or carers becoming angry or abusive, as the school operates a zero-tolerance approach to aggression, abuse, violence, or anti-social behaviour towards its staff (see Appendix B below).

## 7. Social Media/Networking

The school makes use of Twitter and Facebook social media profiles to provide updates to parents and students who wish to subscribe. It is not obligatory to subscribe to these and therefore any key messages will also be relayed through formal school communication channels.

The school requests that if a parent or carer wishes to have a general school, staff or student related issue addressed or query answered that they contact the school directly on 01227 361221 or [office@hernebayhigh.org](mailto:office@hernebayhigh.org) rather than posting a message on Social Media, even if this is on a school owned social media profile. This will ensure that accurate information can be shared, and appropriate responses enacted in a timely manner. The school will always report any malicious social media communications or harassment to both the police and the relevant social media platform.

## 8. Reports and Progress

Parents and carers receive five reports about their child's progress in each academic year. These reports are shared electronically by e-mail; however, paper copies can be shared if requested.

Parents and carers can meet their child's subject teachers at least once a year at parent consultation events. In addition, parents and carers are invited to discuss their child's progress with their child's mentor twice a year. Each academic year, a reporting schedule is published on our school website.

If in the interim, parents and carers wish to discuss their child, they can contact the school – please see Appendix A for who to contact.

## 9. Accessibility

The school will endeavour to make any reasonable adjustments that may be necessary to enable a parent or carer with a particular requirement or with a disability to participate fully in meetings or to receive and understand a communication – parents and carers are encouraged to contact the school if they wish to discuss this further.

#### **10. School Website**

The school website provides a significant amount of information about the school. It is used as a resource for students and parents and carers and an opportunity to promote the school to a wider audience and is updated regularly. [Home - Herne Bay High School](#) All requests for information to be placed on the school website should be submitted to the Director of Communications for approval.

#### **11. Microsoft Teams and SatchelOne**

Microsoft Teams is a platform used by staff and students to share information and complete work. If parents or carers wish to communicate with school staff, they are respectfully requested to use the approaches noted in Appendix A rather than using Microsoft Teams, as this provided for students and staff use only.

SatchelOne has been integrated with Microsoft Teams to provide parents and carers visibility of the assignments/homework that has been set. If parents or carers wish to be provided with a parental account for SatchelOne, please contact [support@hernebayhigh.org](mailto:support@hernebayhigh.org).

#### **12. MyEd parent/carer app**

MyEd is a free mobile application that provides a multitude of communication and information features to help parents and carers stay in touch with what is going on in school. As such it is highly recommended that all parents and carers download and use MyEd. MyEd shares information such as their child's attendance, timetables, absence records, achievements, and behaviour, and allows parents and carers to monitor and top-up lunch money

#### **13. Communication between students and staff**

Effective communication between students and staff is an important aspect of school life. When communicating with a member of staff students should act in polite and respectful manner.

Students may also email staff from their school accounts in relation to their learning, with all emails always remaining professional in tone and content. Students must not email staff from a non-school email account, if they do so, staff will not respond. In addition, staff must only use their school provided email account and never a personal email accounts when communicating with students.

Students and staff should check their emails regularly and delete and archive their emails regularly.

#### **14. Communication between staff**

When using email or Microsoft Teams to communicate with other members of staff, the staff member should:

- consider whether this approach is appropriate or if face-to-face communication may be more appropriate.
- avoid sending the communication to multiple people or using the 'reply all' option unless necessary.
- check emails and Microsoft Teams at least twice a day.

Staff should not send non-urgent e-mails or contact other staff using any other approach at weekends or during school holidays or earlier than 08:00 and after 17:00 - there is no expectation that staff access, read or respond to communications either from other staff or from students, parents, carers or any other stakeholder outside of their contracted working hours. The only exception to this is when staff are reporting their absence from school – this must be done between 7.00-7.30am on the day of absence by telephone.

Staff must email [afterschool@hernebayhigh.org](mailto:afterschool@hernebayhigh.org) a list of any student(s) staying behind with them or in their area or for whom they have responsibility at the start of any after-school session.

A staff weekly bulletin will be uploaded to Microsoft Teams on a weekly basis to help staff plan for the following week.

#### **15. School trips, visits, and activities**

Parents and carers will be notified by e-mail of trips, visits, and activities that their child/children may wish to participate in as early as possible, however occasionally opportunities arise during the academic year to offer students additional trips, visits, or activities. The school will always ensure parents and carers are notified of any additional opportunities for their child as soon as possible to ensure parents and carers have adequate time to plan for such events.

#### **16. Severe weather and emergency closure**

In the event of emergency closure, communication will be made to parents and carers via text, email, social media, and the school's website.

#### **17. Prospective parents/carers**

All information regarding the school is published on the website which prospective parents/carers are encouraged to access. [Admissions - Herne Bay High School](#) Prospective parents and carers are invited to a range of open events during Term 1 of the year preceding their child's year of entry including an open evening and open mornings.

### 18. Communication with other schools and outside agencies

Prior to students joining Year 7, extensive liaison is undertaken with their primary schools to help and support the children's transition to Herne Bay High School. We recognise that children have diverse needs, and where required, we are supported by and communicate with various agencies and groups of educational psychologists, health professionals/specialists and various welfare-focused services.

We hold information on all students in our school and from time to time we are required to pass some of this information to others for educational purposes. All personal data is held and processed in accordance with the General Data Protection Regulation (for full details see <https://www.hernebayhigh.org/our-school/dataprotection/>).

### 19. Safeguarding Communication

During the school day and whilst any school trips are occurring, the Designated Safeguarding Lead or a deputy will always be available to discuss safeguarding concerns. If in exceptional circumstances a DSL is not available, this should not delay appropriate action being taken. Staff should speak to a member of the senior leadership team and/or take advice from Education Safeguarding Service (03301 651 140) or via consultation with a social worker from the Front Door (03000 41 11 11). In these circumstances, any action taken will be shared with a DSL as soon as is practically possible via CPOMS.

**Out of hours safeguarding** i.e., beyond the school day, at the weekends or during school holidays. If staff/parents have an immediate concern and believe a child to be at risk of significant harm or danger, out of hours, please contact the police on 101 or 999. Staff can also contact Social Services on 03000 41 11 11 or 03000 41 91 91 for further advice and support (see [Report abuse - Kent County Council](#)). Staff must also log the concern and their actions on CPOMS.

#### Appendix A – FAQs re. who to contact when:

1. **Who should I contact if I have a general query or concern?** Please contact the main school office on 01227 361221 or email [office@hernebayhigh.org](mailto:office@hernebayhigh.org) You will receive a response that confirms your enquiry has been received and a response will be sent within 5 working days.
2. **Who should I contact if I wish to discuss my child's general academic performance or progress in a particular subject(s)?** Please contact the school office on 01227 361221 or email [office@hernebayhigh.org](mailto:office@hernebayhigh.org) and we will then establish the most appropriate person to contact you. You will receive a response that confirms your enquiry has been received and a response will be sent within 5 working days.
3. **Who should I contact if I have any ICT issues or queries relating to school accounts or services:** Please contact [support@hernebayhigh.org](mailto:support@hernebayhigh.org) or <https://support.hernebayhigh.org> (which provides an interactive support service)
4. **Who should I contact if I have a SEND query?** Please contact our SEND team on [SEND@hernebayhigh.org](mailto:SEND@hernebayhigh.org)
5. **Who should I contact if I have a Finance enquiry?** Please contact our Finance team on [finance@hernebayhigh.org](mailto:finance@hernebayhigh.org)
6. **Who should I contact if I wish to discuss a welfare or well-being issue related to my child?** Please contact your child's Year Manager:  
Year 7 ~ Mrs Sparks ~ [l.sparks@hernebayhigh.org](mailto:l.sparks@hernebayhigh.org)  
Year 8 ~ Mrs Verge ~ [g.verge@hernebayhigh.org](mailto:g.verge@hernebayhigh.org)  
Year 8 ~ Mrs Barnes ~ [c.barnes@hernebayhigh.org](mailto:c.barnes@hernebayhigh.org)  
Year 10 ~ Mrs Treacher ~ [d.treacher@hernebayhigh.org](mailto:d.treacher@hernebayhigh.org)  
Year 11 ~ Mrs Shaw ~ [t.shaw@hernebayhigh.org](mailto:t.shaw@hernebayhigh.org)  
6<sup>th</sup> form ~ Mrs Godden/Mrs Bailey ~ [6form@hernebayhigh.org](mailto:6form@hernebayhigh.org)

#### Appendix B - Herne Bay High School has a zero tolerance approach to aggression, abuse, violence, or anti-social behaviour towards its staff

Herne Bay High School staff have a right to come to school to feel safe and without fear of being verbally or physically abused.

Herne Bay High School will not countenance a member of its staff being treated in an abusive, disrespectful, or violent way by anyone.

For the school to prove successful and provide a caring and safe environment; a mutual respect between all staff and parents, carers and students must be established.

Herne Bay High School staff aim to be polite, helpful, and sensitive to all our community's individual needs and circumstances.

Herne Bay High School would respectfully remind parents, carers, and students that very often staff are confronted with a multitude of varying, and sometimes challenging tasks and situations, all at the same time and this may, at times, result in them having to prioritise matters and as such they may regrettably have to deal with certain issues later than they would ideally wish to.

Staff understand that there are certain circumstances when adults or children do not always act in as reasonable a manner as they might usually, and staff will take this into consideration when trying to deal with a situation.

However, aggressive behaviour towards members of staff, be it verbal or physical, will not be tolerated and, in the case of students, will result in the student being sanctioned which may include suspension. In the case of adults who act in an abusive manner, they will be required to leave the school site, or if the abuse is on the telephone, the call will be discontinued. When deemed necessary, adults may be banned from the school site or from contacting the school. In extreme cases, the Police will be contacted.

In order for Herne Bay High School to maintain good relations with parents, carers, and students, we would like to highlight the types of behaviour that would be found unacceptable:

- Racial abuse and sexual harassment will not be tolerated within Herne Bay High School.
- Any form of bullying.
- Using inappropriate language or swearing at or around staff.
- Any intimidatory behaviour or physical violence towards any member of staff, such as pushing or shoving.
- Verbal abuse towards staff in any form.
- Posting comments or images on social media that may harm the school's or a person's reputation or detrimentally impact their health and wellbeing.
- Persistent or unrealistic demands that cause stress to staff will not be acceptable. Requests will be met wherever possible, and explanations given when they cannot.
- Causing damage/stealing from the school's premises, staff, or other students.
- Continuous unnecessary or vexatious communication with the school – please see our Vexatious Complaints Policy available on our website.

## **Appendix C – Separated Parents Policy**

This appendix takes into account the government's explanation of [Parental rights and responsibilities](#) and the Department for Education's (DfE) guidance [Understanding and dealing with issues relating to parental responsibility](#). Government guidance outlines [what is parental responsibility](#) and who can obtain it.

### **1. Introduction**

At Herne Bay High School, we aim to maintain contact with both parents in the best interests of their child(ren). This policy aims to minimise any impact and to clarify to all parties what is expected from separated parents and what can be expected from the school. The basis of the advice within this policy is regarding a child or children who have already been admitted to the school.

The person(s) with parental responsibility who applied for the child's admission should have involved all others with parental responsibility in making the decision to apply. They should have provided the school with details of all those with parental responsibility for a child. Where this has not happened, the school welcomes direct contact from those with parental responsibility providing their own details. However, the School cannot be held responsible for excluding a parent or person with parental responsibility if the information has not been provided to them. If parents separate whilst their child already attends the school, the parents must notify the school immediately so that the school can ensure continuing contact with both parents and, if the parents have separated on an acrimonious basis the school will endeavour to accommodate each parent separately in terms of communications and any attendances at the school.

### **2. Definition of "parent"**

The definition of a "parent" for School purposes is much wider than for any other situation. Section 576 of The Education Act 1996 defines a parent as:

- all biological parents, whether they are married or not
- includes any person who, although not a biological parent, has parental responsibility for a child or young person - this could be an adoptive parent, a stepparent, guardian or other relative
- any person who, although not a biological parent and does not have parental responsibility, has care of a child or young person.

A person typically has care of a child or young person if they are the person with whom the child lives, either full or part time and who looks after the child, irrespective of what their biological or legal relationship is with the child. For example, this may be a foster

carer or family and friend's carer who do not have parental responsibility but have been delegated the responsibility for taking day-to-day decisions about the child. Parents, as defined above, are entitled to share in the decisions about the child's education and to be treated equally by schools. These entitlements include, but are not limited to, the following:

- receiving copies of school reports
- having access to school records
- attending parent meetings
- receiving updates/information
- invitations to school events
- information about school trips
- school photographs relating to their child
- legal responsibility for the attendance of their child at school (Section 7 of the Education Act 1996)
- participation in any exclusion procedure and
- dealing with any medical issues that arise and/or vaccinations that may be offered.

The school recognises that whilst the parents of some pupils may be separated, divorced, or estranged, they are still entitled to the above and this entitlement cannot be restricted without a Court order. If the parents are involved in proceedings before the Court directly relating to the child(ren), the parents should seek the Court's permission to disclose the Court order(s) made to the school. In addition, and should the Courts so require, the school will be willing to provide a letter setting out any information that is specified in a Court order.

### **3. Parental responsibility**

Parental responsibility is defined in the Children Act 1989 and means the rights, duties, powers, responsibilities, and authority that a parent has for their child. In addition to a child's natural parents, it can be acquired by Court order, being appointed a guardian, adopting a child or a formal agreement. The information provided to the school when the child was enrolled detailing who has parental responsibility for the child will be presumed to be correct unless a Court order or original birth certificate proving otherwise is provided to the school. The school will be reliant on such information being provided as accurate and true. The information provided regarding the address(es) where the child lives will be presumed to be correct unless the school is provided with a copy of a Court order setting out arrangements for where the child should live. Every parent with parental responsibility for a child has an equal right to be engaged with decisions regarding their education. Unless there is a Court order limiting an individual's exercise of parental responsibility the school must treat all parents equally and must provide them with the same information.

Where contact has been limited by a Court order, the parent with parental responsibility still has the right to receive information about the child and be involved in decisions regarding their education and welfare, unless a Court order restricts what information they can receive or removes their parental responsibility. We will not remove a parent's contact details without such a Court order being in place or a parent asks for their own contact details to be removed.

### **4. Court orders**

At Herne Bay High School, our sole wish is to promote the best interests of the child, working in partnership with all parents and/or those with parental responsibility. If there is a Court order in place, the school will always act in ways to ensure, as best it can, that no Court order is breached. The school can only be expected to comply with an order if it is properly notified and has received a sealed digital or paper copy for its files, and only to the extent that it relates to the school. The school has no responsibility for enforcing any Court order but will endeavour to ensure that if there are restrictions in place with regards to the collection of a child, such restrictions are adhered to. If the school is not informed of the existence of such an order, the parents will be treated equally by the school. If there is an order in place and neither the parents and/or those with parental responsibility inform the school then if there is any breach of such order, the school cannot be held responsible and/or liable.

### **5. Disputes and disagreements**

Herne Bay High School hopes that parents and all those with parental responsibility will support the school in working together for the benefit of their children. It is very important to note that any dispute between parents sharing these rights will need to be resolved between them. In all cases where parents and/or those with parental responsibility cannot agree on various issues, parents should seek independent legal advice as to the options available to resolve those issues, either by agreement or by obtaining a Court order. Parents should seek to resolve contact issues without involving the school. The school will not mediate, "take sides" or act as an intermediary between parents who do not communicate with each other.

### **6. Changes in family circumstances**

We ask parents to inform the school whenever something outside school – such as a change in family circumstances – occurs so that we can sensitively support the child in school. We expect parents to update the school whenever emergency contact details change

for one or both parents and/or there is a new arrangement for collecting children at the end of the school day, if there is any Court order that has been made. We recognise the sensitivity of some situations, and all staff are aware of the need for discretion and confidentiality. School staff will be informed on a strict need-to-know basis so that suitable support can be offered.

#### **7. Communication between school and separated parents**

Updates are sent via our electronic communication system to all parents and/or those who have parental responsibility for whom we have up-to-date contact details. These updates contain all the main class/School events, including parents' evenings, productions, sports days and class outings and events. The school can deal with separate requests for invitations to school events and performances made by separated, divorced, or estranged parents who have parental responsibility. However, the school would be grateful if parents could communicate directly on such matters if they can although in some instances the school recognises that this may not be possible should there be a Court order in place preventing the parties from contacting each other. The school will try to comply with requests; however, in certain circumstances, and as stated above, it will not always be possible, for example when a Court order preventing contact with the child or each other is in place.

In all circumstances, we aim to maintain our open-door policy with all parents. Mentors/teachers will be available by appointment to discuss any issues as directed in the Communications Policy.

#### **8. Parents' evening appointments**

Whenever requested, we will offer separate parents' evening appointments for separated, divorced, or estranged parents who have parental responsibility.

#### **9. Written pupil reports**

Any person who is known to the school to have parental responsibility for a child has the right to receive electronic progress reports for their child. These will be provided to separated, divorced, or estranged parents who have parental responsibility and for whom the school is provided with up-to-date contact details.

#### **10. Change of name**

A parent can only change their child's name (forename and/or surname) either by both parents with parental responsibility providing a letter confirming such consent and bearing wet signatures or by an order of the Court. Unless either of the above are provided, the child will be known and addressed by their birth name as recorded on their birth certificate. The school is under no obligation to do so but they may, effect an informal/preferred change of name if that is requested by the parent(s) for example (a) verbally addressing child (b) name on books etc. It is important to note that the school database, unless changed by an order of the Court, will reflect the child's name at birth. In addition, and as stated, any informal change of name addressing the child is at the school's complete discretion after the school has considered all the circumstances.

#### **11. Access to School information**

Key information is available on the [Herne Bay High School](#) website. Parents may also receive information via our electronic communication system.

**We ask you to always treat Herne Bay High School staff courteously.**