



ALTRINCHAM GRAMMAR SCHOOL FOR BOYS

COMMUNICATION POLICY

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| Nominated Lead Member of Staff: | HM |
| Last Review Date: | September 2025 |
| Next Review Date: | September 2026 |

Rationale

At Altrincham Grammar School for Boys (AGSB), we believe in an effective, productive relationship between all members of the community.

This requires good communication from all parties across the community. An honest, open and transparent dialogue is required to successfully support the students and employees within our care and safeguard their wellbeing.

Aims

- To maintain effective, proactive communication systems.
- To develop positive working relationships across all stakeholders.
- To support the development of each and every student.

Objectives

All communications at AGSB should:

- Keep staff, students, parents and other stakeholders well informed.
- Be open, honest, ethical and professional.
- Use jargon-free English and be easily understood by all.
- Be conducted in a timely manner.
- Use the method of communication most effective and appropriate to the context, method and audience.

Communication with Stakeholders

At AGSB we aim to have clear, effective communication with parents and the wider community. Effective communication enables us to share our aims and values, school successes and information about the School.

Communication from the School

The School Website

1. The School website is used largely for imparting information about the School for current and prospective parents, except in the case of emergency notices. The aim of the School website is to inform and promote the School to the wider community. Therefore, the website does not contain any content which would be considered to be for an 'internal' audience. <https://www.agsb.co.uk/>.

Social Media

Instagram, LinkedIn and Twitter (X) are used to communicate news and successes to the AGSB and wider community. These are maintained professionally and monitored regularly.

Fortnightly Newsletter

The whole AGSB community receive the Head Master's fortnightly newsletter via Arbor email every other Friday. The newsletter outlines the key foci, events and successes from the previous two weeks. This is also a valuable planning resource with short-term dates outlined for information.

Communication with Parents

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: verbal (through meetings or by telephone); written (through letters or email); through the Arbor app or for staff, via the School's email system. Our aim is to utilise all means of communication effectively.

The Arbor App/Desktop Portal

The first port of call for parents is the Arbor App or Desktop Portal that enables parents to access live information about their child, their education and the School. The app was developed specifically to ease the burden for parents in managing the information coming from the School and to access up to date information about their child and their education. For details of how to access and use Arbor click [here](#).

Paperless Communication

We aim to have 100% of parents signed up to email to achieve paperless communication wherever possible. Where this is not appropriate, the parent must contact the School and a hard copy of communication is provided.

Preference of Communication

It is vital that parents update their contact details: phone number, email and address in a timely manner.

Estranged/Separated Parents

Unless there is a Court Order to the contrary, the School is required to provide the same information to both parents, provided that contact details have been furnished. Copies of communications can be sent via the student if both parents are in agreement.

Satchel 1 (Show My Homework)

Each student uses Satchel 1 where homework will be set by their teachers. All homework is set via the Satchel 1 platform. Satchel 1 informs the student of the task set, how long it should take, how it will be assessed and when it is due to be submitted. Students can access Satchel 1 via the website or App. Parents can also access Satchel 1 via the website or App.

Prospectus

The School Prospectus is available on the School's website: [here](#).

Open Events

Prospective parents are invited to one Open Evening in May each year. New parents are invited to an Induction Evening in July where the main channels of communication are outlined, essential information given and the School's expectations explained. There is also a 6th Form Open Evening in November.

Teacher/Parent Consultations

Year 7 Parents and Carers are invited to two 'welcome evenings' in the September and October. There are also a number of Parent Information Evenings across all Year Groups through each year. All Parents and Carers are invited to attend one full online Teacher/Parent consultation and also one online Tutor/Parent review during each academic year.

Translation

Key school documents will be translated into community languages on request and a translator made available, if required, to ensure effective communication.

For visually Impaired parents, alternative resources such as transcripts are provided on request.

Parent Feedback

Feedback will be sought from parents via surveys on the quality of education provided by the School. Replies are confidential and will be collated and analysed by the Senior Leadership Team (SLT). Issues arising will be shared and discussed by SLT, Governors and staff.

PFA

The School has a thriving PFA. Its primary purpose is to organise social events and raise money for the School but it is also a good way for parents to get involved in the life of the School and, at times, the School consults with this group of parents on ideas for the future.

PFA contact details: Chair: Mrs Shafiq: pfaagsb@gmail.com.

Communication from Parents

1. The main communication from parents is via email or telephone. For general questions, parents are asked to contact the School via reception. This enables the School to act in a timelier timely manner and also ensures that the response is addressed within the time scale outlined below:

Acknowledgement: 1 working day

Response: 2 working days

2. Emails

Parents may also contact a member of staff via email. Teachers set aside time each school day to check communications. However, commitments, illness and part-time working may restrict an immediate response. We therefore ask for patience and understanding from our parents when awaiting a response.

3. Telephone Calls

All telephone enquires will pass through the main school reception, who will inform the relevant member of staff.

4. Meetings

At times, at the request of the School or parent, a meeting may take place if either party feel that this would be the most appropriate communication medium. Meetings might be arranged to discuss concerns pertaining to a student's welfare or well-being. All meetings must be agreed in advance.

5. Visiting School

All visitors to school must report to Reception, sign in and wait to be collected by the staff member they are seeing.

6. Communication

Communication from parents should be polite and civil at all times. Rudeness, inappropriate language, verbal abuse or threatening behaviour will result in the communication being ended immediately. Should the Head Master deem it necessary for safeguarding and security reasons, action will be taken and restrictions may be put in place for future communication.