



School Communications Policy

Purpose

The purpose of this policy is to provide guidelines for positive, clear and effective communication between the School and community members.

Scope

This policy covers communication, both formal and informal, between the School and parents/guardians including:

- ▲ General School Information
- ▲ Incidental/Occasional Communications
- ▲ Parent-initiated communications with the School
- ▲ Complaints

The policy outlines the main ways in which Trinity Grammar School seeks to facilitate both formal and informal communication between the School and parents/guardians and the general expectations on staff and parents/guardians, with respect to any communications.

Policy

1. INTRODUCTORY POLICY STATEMENT

Clear and effective communication between the School and members of the School community is central to providing a mutually supportive environment.

2. PRIMARY FORMS OF COMMUNICATION

2.1 General School Information

School Website, Publications, Social Media posts, INSITE, Trinity App

2.2 Incidental Communications

INSITE Notices Letters, Emails, Consent Notifications, Parent Teacher Interviews, Information events, Record Book Comments, Notices to students (INSITE, CANVAS, Email)

2.3 Parent-Initiated Communication within the School

Communications whether verbal or in writing with other members of the school community whether teachers, administration staff, other parents or students should:

- show respect, courtesy and consideration;
- not harass or bully another person;
- not use intemperate language; and
- not be confrontational.

Parents and guardians should have regard to the fact that our teaching staff are professionals and have multiple responsibilities outside of their direct teaching commitments.

Teaching staff will endeavour to respond to parent emails within two business days during term time. In the normal course of events, they are not expected to respond over weekends or during non-term time.

Urgent matters during non-term time should be directed to either the Pastoral Office, Curriculum Office, Preparatory School Office and Junior School Office.

As a matter of general guidance:

- ▲ Enquiries relating to specific subject or class issues should be addressed initially to a student's teacher.
- ▲ General curriculum enquiries for:
 - The Middle and Senior School should be addressed to the relevant Head of Department or the Curriculum Office
 - The Junior School should be addressed to the Director of Curriculum
 - The Preparatory School the Head of Curriculum or the Head of Academic Care
- ▲ Pastoral Care enquiries for:
 - Middle and Senior School should be addressed to the student's Housemaster, Head or Deputy Head of the Middle or Senior School.
 - Preparatory and Junior School should be addressed to the Classroom Teacher or Stage Pastoral Leader
 - When seeking to arrange a meeting with School staff, parents should make a formal appointment.

2.4 Complaints

If a parent or guardian is dissatisfied with the conduct or outcome of their communications with a teacher, or other member staff, they may lodge a formal complaint that will be dealt with in accordance with the School's [Complaints Procedure](#), which is available on our public website.

Related Documents

- ▲ [Safe Learning and Working Environment](#)
- ▲ [School handbook](#)

