

Communication



King Henry VIII 3-19 School Ysgol 3-19 Brenin Harri'r VIII

We believe in the limitless capacity for everyone to achieve great things.

Effective from: September 2023

Approved by Governors: September 2023

Reviewed by Governors: July 2025

Next Review Due: July 2027

The importance of effective communication

King Henry VIII 3-19 School recognises the importance of clear and effective communication that is open and accessible. It is very important to us that we work closely in partnership with parents and carers, and we understand that communication between home and school is key to success. It underpins positive wellbeing for all.

The role of our school values in all communication

Our school has five core values (Ambition, Courage, Curiosity, Determination and Equity) and six supplementary values (Appreciation, Harmony, Kindness, Participation, Positivity and Respect). Our values apply to our whole school community, they give us a clear sense of who we are as a school, they are our driving force, we return to them to make our decisions, and they determine our behaviours.

Our values underpin the way that the school communicates with all members of the school community. We expect every member of the school community to be mindful of these values in their communication with the school.

Methods of communication with parents and carers

We recognise the importance of keeping you informed about your child's learning experience, academic progress, and wellbeing at King Henry VIII 3-19 School. We also recognise the importance of keeping you well informed of future school events and of providing a summary of these events. Our communication occurs through Class Charts (via the app), Parents' Evenings, the school newsletter, 'InTouch', the school's social media accounts, the school website, information evenings and the Headteacher Open Door sessions. Some of these events will be virtual and some face-to-face.

Communicating with the school

Parents and carers can contact the school by phoning or emailing us.

Report pupil absence – Primary phase	01873 735373 Option 1	
Report pupil absence – secondary phase	01873 735373 Option 2	
Wellbeing Team	01873 735373 Option 3	Kinghenryviii319wellbeing@monmouthshireschools.wales
Curriculum Team	01873 735373 Option 4	Kinghenryviii319curriculum@monmouthshireschools.wales
Finance Team	01873 735373 Option 5	
Main Reception	01873 735373 Option 6	kinghenryviii319@monmouthshireschools.wales
Senior Phase (Sixth Form)	01873 735373 Option 7	
Report staff absence	01873 735373 Option 8	

Parents and carers are kindly asked to make an appointment, via reception, if they wish to speak with school staff. Please do not attend school without an appointment as staff will be involved in teaching and wellbeing activity. Our reception staff will always endeavour to arrange timely appointments with you.

Safeguarding

Please contact our reception staff urgently if you need to speak with the school urgently about a safeguarding matter. Please ask to speak with the Designated Safeguarding Leads or a member of the Senior Leadership Team. Our reception staff will ensure that the matter is responded to and dealt with swiftly.

Responding to your communication

We work hard to respond appropriately and swiftly to all communication, and any concerns.

The school will endeavour to acknowledge your communication within one working day and at most within three working days. If the nature of the question means that longer is needed to provide a full response, the school will still endeavour to send an initial acknowledgement within these timeframes. Please note that on rare occasions, it may not be possible to reply within these timeframes.

The right to respectful communication

Our whole school community has the right to be treated with respect in all communication. All members of the school community have the right to learn and work without fear of aggression or abuse from parents or carers. Offensive and abusive behaviour has no place in King Henry VIII 3-19 School and will not be tolerated. This includes in face-to-face interactions, telephone calls, emails, and through social media channels. Respectful communication is expected from all staff, pupils, and parents and carers. The Governors and Headteacher have a duty to protect staff and pupils from any aggression.

Unacceptable communication and behaviour may include, but is not limited to:

- Disruptive behaviour that interferes with the day-to-day running of the school, its effective operation and planned activities
- Displays of temper, including the use of raised voices
- Displays of physical and/or verbal aggression
- Use of offensive language
- Threatening members of staff, pupils, fellow parents and visitors to the school in any way
- Damaging, or destroying school property
- Sending abusive, threatening or aggressive emails, texts, voicemail, phone messages or other forms of written communication to members of the school community
- Posting allegations, abusive, threatening or aggressive messages about members of the school community on social media
- Use of defamatory, offensive, or derogatory comments about members of the school community on social media, or other sites

Sharing issues or concerns on social media

Parents and carers should not share issues or concerns on social media. Sharing issues on social media is unhelpful, can exacerbate an already difficult situation, and could be a breach of law. At all times parents and carers should contact the school directly. The school considers the following examples to be inappropriate uses of social networking sites:

- Making allegations about the school, which may harm its reputation
- Making allegations about pupils who attend the school/cyber-bullying
- Making complaints about the school, or school staff
- Posting negative, or offensive comments about members of the school community
- Posting discriminatory comments
- Posting comments that incite, or threaten violence