



# CAERLEON COMPREHENSIVE SCHOOL



## OUR COMMUNICATIONS CODE



When communicating with pupils, parents, carers, staff and all stakeholders, in writing, by phone or in person we will always:

- Be polite, respectful and do our very best to resolve your query.
- Try to respond to you in a timely manner. Please remember that our staff have very busy days and most of us are teachers with full days of lessons. We will always try to get back to you within 48 hours but please understand this is not always possible. Staff will contact you as soon as they are able.
- Pass your query on to someone who can help if we are unable to assist you.
- Use our website and social media to communicate good news stories and key information with you.
- Send letters and messages via our school comms system, to ensure you are well informed.



**IN RETURN WE ASK THAT YOU ALWAYS:**

- Treat our staff with politeness and respect; please do not contact us to vent anger or frustration. We understand that something may have caused you or your child distress but please try to communicate with us in a calm and respectful manner to allow us to try to help you quickly and efficiently.
- Accept that staff may not be able to respond to you immediately and please remember that we do not expect our staff to work at weekends.
- Allow us to explain our reasoning for decisions, which are always made in a considered and timely fashion.
- Avoid using social media to complain about the school or any issues you may have; we may not see issues expressed in this way and we cannot deal with issues effectively if they are not brought to our attention using the appropriate channels.



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### WHO SHOULD YOU COMMUNICATE WITH?

- We are happy for you to email your child's teacher or form tutor directly with any questions or queries you may have. Please can we ask that you try to avoid doing this on the weekend where possible.
- Please do not attend the school unless you have made a prior appointment. You can make an appointment by contacting the member of staff you wish to speak with or by using the enquiries email address.
- If you are unsure of who you need to speak to, please email **Caerleon.comprehensive@Newportschools.wales** and this will be forwarded to the relevant member of staff. In the event that you feel you need further assistance with your query after the teacher/form tutor has responded, this is the order in which we would ask you to contact staff:
  - **1)** Your child's Head of Year or the Head of Department related to your query.
  - **2)** One of the Associate or Assistant Headteachers.
  - **3)** Mr G Jones (Deputy Headteacher).
  - **4)** Mrs L Purcell (Headteacher).

Thank you for your understanding and for communicating with us in a way that supports our partnership, working together to maximise the potential of all of our students.

**Please Note: The complaints policy and procedure can be found on our website should you ever need it.**



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### PROTOCOLS FOR BEHAVIOUR/WELLBEING INCIDENTS.

These protocols should be read in conjunction with our Communication Code and our Conduct Code. They are useful for staff and parents/carers to understand how issues are investigated and resolved by the pastoral team at Caerleon Comprehensive.

#### **Caerleon Comprehensive School Protocols for friendship Issues between learners:**

- Students should report issues to do with friendship fallouts to their form tutor in the first instance. The tutor will either deal with the issue themselves if it is minor, or in the case of more significant or ongoing issues, pass this on to the head of year.
- The head of year will ask one of our PALs to take statements from the students to ascertain all sides of the story. The students will be asked to talk through their statements with the PALs. The students will also be asked if they would like to make friends again, or if they would rather stay away from one another and remain civil.
- The PALs will arrange for restorative sessions with the students to resolve the issues (as long as all parties are in agreement). Following this the students will either be asked to stay away from one another and remain civil, or sometimes the friendship/issue can be resolved and the students become friends once more. This will depend on what has happened and the wishes of the students.
- The PALs will update the head of year (via email/in person) and parents/carers on the issue (via telephone) and how it has been resolved once all of the above steps have been taken. The PALs will enter relevant details into our SIMS system to record the incident and how it was resolved.
- If students have not reported a friendship fallout themselves, parents/carers should firstly encourage them to do so. If there is an issue with the student reporting it themselves, we ask that parents contact the head of year via email to report the issue.
- The head of year will send a holding email back to the parent/carer within 48 hours, to let them know that the PALs will deal with the issue at the next available opportunity and then the above process will be followed.
- We ask that parents/carers reiterate to their children that they should not use social media to be unkind to other students or refer to incidents that have occurred in school. Many of the issues we deal with in school are as a result of problems that have started outside school and on social media particularly and we appreciate parent/carer support with this.



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### PROTOCOLS FOR BEHAVIOUR/WELLBEING INCIDENTS.

#### **Caerleon Comprehensive School protocols for dealing with social media issues:**

- If there is an issue on social media, students should report this to their head of year and provide them with the evidence of this. If parents wish to report this, we ask that they email their child's head of year.
- According to our Conduct Code, students who misuse social media to be unkind to other students will receive time in Reset.
- Our PALS will contact parents/carers to inform them if their child is misusing social media, inform them of this sanction and ask for their support in resolving this.
- If the school has intervened with appropriate sanctions and support and sadly this hasn't worked, parents/carers may need to take the issue to the police. Students who persistently misuse their phones/social media to be unkind to other students will receive a phone ban in school in accordance with our Conduct Code.

#### **Caerleon Comprehensive School protocols for dealing with incidents of violence/aggression:**

- With 1,500 students on site there are occasions where students fall out and this can sometimes, though rarely, end in physical aggression between students.
- When incidents of aggression happen, students will be taken to the school nurse to receive medical attention. The nurse will contact home as soon as possible to inform parents/carers of any injuries and that the incident has occurred. Parents/carers will be asked if they are happy for their child to stay in school or if they wish to come and check them over themselves before making that decision.
- Students will then be taken to one of our PALS to write a statement and talk over the incident.
- The PALS will seek advice from the Head of Year or the Assistant/Associate Headteachers about appropriate sanctions and support for students. If a referral to Reset is required, the PALS will make this referral. More serious sanctions will be dealt with by the Assistant Headteacher responsible for wellbeing/inclusion.
- The PALS will then contact home to share information with all parents/carers and record the incident on SIMS. If an exclusion is required, this will be communicated via telephone by the head of year, Assistant Headteacher or another member of the leadership team.



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### PROTOCOLS FOR BEHAVIOUR/WELLBEING INCIDENTS.

If another bullying incident occurs with the same perpetrator, it should be reported in the same way and will be dealt with in the same way, except there will be an escalated sanction for the perpetrator. The school may consider fixed term exclusions, managed moves/alternative education options or permanent exclusions for students who persistently bully other students, even after sanctions and support have been provided to the student.

#### **Important points to note:**

- Please note that when parents/carers report any issues to the head of year via email, we ask that they do not cc in other members of staff. This can cause confusion about whom the email is for and often causes delays in matters being dealt with.
- If on the rare occasion parents/carers have not received a holding email from Heads of Year within 48 hours, then parents/carers should escalate their email in accordance with the Communication Code. Please do not escalate your concerns without allowing the head of year adequate time to respond and follow the procedure above.
- If there is an emergency issue and you need to speak with a member of staff urgently, we recommend that you ring the school, as opposed to emailing, and the matter will be dealt with as promptly as possible.

With over 1,500 learners on site, we hope parents/carers understand that we simply can not prevent every single incident that may occur. We hope that through these clear protocols that what we can do, is support learners and their families to resolve issues quickly and efficiently, so that all learners' wellbeing is secure.