



ARCHBISHOP ILSLEY CATHOLIC SCHOOL

"Let Your Light Shine"

Victoria Road, Acocks Green, Birmingham, B27 7XY

Tel: 0121 706 4200

Email: enquiry@ilsley.bham.sch.uk

Website: www.ilsley.bham.sch.uk

Headteacher: Mr Ciaran Clinton



15th June 2025

Dear Parents and Carers

Communications policy

As is good practice, I would like to draw your attention to some recent policy updates. One in particular that I think you will find useful is the communications policy which can be found on our MAC website under the 'About Us' tab and then 'policies' or by clicking here:

<https://saintteresaofcalcutta.org.uk/wp-content/uploads/2024/11/Communication-Policy-Secondary-Nov-2024.pdf>

The policy aims to foster clear and effective communication between the school and parents/carers. It outlines the roles and responsibilities of myself, governors, teachers, staff and parents to ensure timely and appropriate interactions.

The policy emphasises the expectation that staff are to respond to queries within three working days during school hours, with the understanding that responses outside of these hours are not mandatory. Parents are encouraged to direct their concerns to the appropriate staff member and are reminded to communicate respectfully

The policy also addresses unacceptable behaviours, including aggressive communication and misuse of social media, and outlines the school's approach to handling such incidents

Regular monitoring and review of the policy are conducted to ensure its effectiveness and alignment with the school's values and objectives

✓ Three things parents/carers must do:

1 Communicate respectfully and appropriately: please always use polite and constructive language when communicating with staff.

2 Follow the correct channels: Contact the appropriate staff member first (e.g. the class teacher or form tutor) rather than escalating issues directly to senior leaders.

3 Allow reasonable response times: Understand that staff have up to **three working days** to respond and are not expected to reply outside working hours.

✗ Three things parents/carers must not do:

1 Record meetings: The recording of any meeting, especially without the permission of the staff member, is expressly prohibited.

2 Share concerns inappropriately on social media: The policy prohibits airing grievances online rather than addressing them through school channels.

3 Arrive at school without an appointment expecting to meet staff: Parents should always schedule meetings in advance; unplanned visits are discouraged.



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I am very pleased with the positive relationships I enjoy with parents and I hope you feel the same way. I believe the 'little and often' approach to communication works well and for me to write to you directly. I am usually on the Warwick Road school gate on Thursday mornings or most evening on Victoria Road to address any 'pinch points' that can usually be resolved straight away.

If would like to raise any concerns more formally, may I encourage you to use our complaints procedure which can be found at the bottom of the 'contact' tab on our website or by clicking here: <https://www.ilsley.bham.sch.uk/contact/>

Finally, I will be running a series of meetings from Wednesday 9th to Friday 11th July. I will be encouraging parents to just drop into the library after school on these afternoons and to let me know their opinions (both good and bad!) If you would like to added to the invite list, reply to this email and let Ms Salas (my PA) or Ms Turner (our receptionist) know.

Your sincerely

C. Clinton

Ciaran Clinton
Headteacher of Archbishop Ilsley Catholic School

