

Sacred Heart Hindsford R.C. Primary School

Communication Plan



Plan updated by I. McDermott:

Head Teacher

Autumn Term 2025

Consulted with parents / carers and staff: Autumn Term 2025

Shared on the website: Autumn Term 2025 – once agreed

Updated November 2025 – After School Club Direct Line.

Mission Statement:

With Christ as our guide,

We inspire and thrive.

Communication Plan Rationale:

This plan sets out the different methods of communication used by school and states who is responsible for each part. The second table in this plan (pages 8 and 9) states the appropriate personnel to contact regarding different individual issues.

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Aims:

- To fulfil the requirements of the principles of Catholic Social Teaching, especially
 - i. The dignity of the workers
 - ii. Solidarity
 - iii. Common Good
 - iv. Peace
- To provide a **fair and proportionate** contact system for all – parents / carers and staff.
- To ensure that situations are dealt with fairly and reported proportionally, reflecting the hierarchy of the Behaviour Policy – class issues are not disproportionately handled by a senior leader or the Head Teacher.
- To respect the roles and responsibilities of each staff member (Class / Subject leader / Safeguarding Lead are the first contact point for parents, and not the Head Teacher).

Objectives:

To ensure that we fulfil the aims above, we will provide the following:

- List key contacts in this Communication Plan
- Outline and share timeframes for a response in the Plan.
- School will only work towards the timeframes outlined in this Communication Plan. (exception: if a formal complaint is made, then please refer to the Compliments and Complaints Policy for the timeframes within that policy)
- Have a hierarchical response to parental queries / concerns i.e. class issues are brought to the attention of the class teacher etc... This provides all parents / carers with a clear pathway if their query / concern is not resolved.
 - Class teacher / pastoral manager / subject leader (depending on the nature of the query)
 - Progress to include a member of the senior leadership team (Miss Worrall, Mrs Johnson or Mr Hough) along with the initial staff member dealing with the situation.
 - Progress to the Head Teacher
 - If after following the plan and the issue is still unresolved, then parents should submit a formal complaint as they have fully exhausted a hierarchical response route.
- Encourage parents to share the nature of their communication in the first contact with school, so that it can be sent on to the most appropriate staff member. This also provides time for staff to begin to look into the situation so that a more timely and effective response can be given.
- Encourage parents not to mark their contacts for the attention of the head teacher (as this can often cause a delay in a response, especially if submitted during DfE / financial statutory time periods)
- Reduce the risk of enforcing parental bans (bans from the school site and communication bands).

For reference, Schools are private grounds and parents do not have a right to be on our grounds during the day. Parents have an implied licence to be on school grounds at the start of the school day, end of the day and at agreed times (shows, parents evening, Sports' Day etc...). [Click here to access the DfE document](#). Inappropriate communication from parents, can lead to communication plans being actioned or parents being 'banned' from the school site for a period of time. Examples of inappropriate communication (verbal, written, and electronic) include but are not limited to:

- Threatening or inappropriate language.
- Attempting to impose timeframes on school for responses.
- Repeated communications about matters which have been dealt with or are being dealt with.
- Attempts to impose personal beliefs on school which do not reflect school policies.

Meetings requested by parents:

- Parents to contact the office and request a meeting at a mutually convenient time.
- **Conversations** with staff on duty (morning gate or after school) **regarding class / school matters** is not appropriate and staff will politely request that you contact the office to request a meeting. (These times are not private; staff have other responsibilities to fulfil, and they may not be in receipt of the information you require and therefore the conversation becomes unfulfilling for all).
- Requests for immediate meetings will not be accepted unless the nature of the meeting requires so (urgent safeguarding concerns). This is in line with our feeder High School (St. Mary's).

Requesting a Meeting

Meeting requests should be made by calling/emailing reception. The request will then be passed on to the relevant staff member and somebody will be in touch to arrange.
01942 884144

[Contact Enquiries](#)

Meetings are appointment only.
Staff will not meet with parents/carers who arrive at school and re-quest an immediate meeting, unless the issue is urgent as defined in the Urgent Queries section of this sheet.

- School will ensure that the right staff member meets with parents. Parents may request specific staff but if it is not appropriate at that time for senior staff to attend, they will not. This ensures that parents have options to progress matters should the situation arise in the coming days / weeks.

Methods of Communication:

Method of communication	Details	Intended recipient/audience	Who is accountable for this?
School newsletter	<p>Sent weekly</p> <p>Available:</p> <ul style="list-style-type: none"> - School Website - Sent via Arbor - Physical copies are available upon request. 	All members of the school community.	<p>Head Teacher / School Business Manager.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p>
Class Newsletter	<p>Sent termly</p> <p>(Contains curriculum information for the term)</p>	Parents	Class teachers
Posts on the school website	Information is updated as and when required.	All members of the school community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
<p>Social media posts on school accounts – Facebook</p> <p>See the 'Contacting School' below for more information</p>	<p>Posts are uploaded as and when required.</p> <p>This is not monitored, and it is not a form of communication to school.</p>	All members of the school community and wider community.	<p>Head Teacher</p> <p>School Business Manager</p> <p>Class Teachers</p>
The school notice board	Advertise Friends of Sacred Heart events	All members of the school community.	Friends of Sacred Heart
Advertisements and marketing materials	<p>As and when required.</p> <p>For Example:</p> <p>School open evenings (Facebook, newsletter, leaflet drops, emails to local nurseries, local press)</p> <p>School vacancies (Council Website, School Website, Facebook and newsletters)</p> <p>Events happening in school (School Website, Facebook,</p>	<p>All members of the school community.</p> <p>Wider community</p>	<p>School Business Manager / Head Teacher.</p> <p>In their absence, the Deputy Head Teacher / Senior Leadership Team.</p> <p>Events – Sunrise / Sunset Club or the Friends of Sacred Heart Group.</p>

	<p>Assemblies shared via Arbor at the start of term)</p> <p>New school ventures (Facebook, newsletter, local press / council website)</p>		
Letters and emails sent to parents / carers	<p>Weekly newsletter is sent.</p> <p>Other letters, emails and in-app messages as the need arises.</p> <p>For Example:</p> <p>Swimming (1 off letter emailed out)</p> <p>Information relating to a visitor (1 off email / letter)</p>	<p>All members of the school community</p> <p>Individual Parents / carers or an identified class</p>	<p>School Business Manager emails out the letters</p>
Pupil reading records	Checked weekly	Parents / carers, pupils and class teachers.	Parents / carers and class teachers

>Contacting School

Parents / carers must contact school via the office (in-person, or preferably via email or phone). Email and phone contact provides a time stamp of contacts from parents to school. A written log will be kept in the office of phone call messages. **Messages on the gate should be for those minor messages** e.g. my child has been a little unwell this morning, uniform issues, change of person collecting after school etc...

- **Facebook** is not monitored regularly and it is not used as a two-way communication tool. It is used as a window into the life of school for parents and visitors to school. Please do not post comments on the Facebook posts. Any issues or queries should be shared with the school office.

School Office contact details:

Phone number - 01942 883 429

Email - enquiries@admin.athertonsacredheart.wigan.sch.uk

Absences / medical appointments - absence@athertonsacredheart.wigan.sch.uk

The office is open between the hours of 08:15 and 16:30 during normal times.

Staff training and sickness may affect the opening hours of the office. Where possible, an automated email response will be created to communicate this and / or a post on Facebook will be shared.

Role of the Head Teacher / Deputy Head Teacher and staff in school

The Head Teacher has a strategic over-arching role in school rather than being directly involved in the day-to-day events in all classes. The Head Teacher also has some teaching commitments during the week (scheduled) and at time covers staff absences (non-scheduled). At set times in the school year, there are statutory deadlines with which we must comply. Again, during these times, the Head Teacher may not be as readily available as at other times in the school year.

The Deputy Head Teacher acts as the Head Teacher when the Head Teacher is unavailable. If you specifically require the Head Teacher (appeals to suspensions, attendance EPNs, final stage in the hierarchical process etc), then you may, at times have a slightly longer wait than expressed in this document.

Staff in school have designated responsibilities (class and subject specific responsibilities). Please note, often, the person best equipped to support you with your concerns is your child's class teacher or the subject leader. Further details (including time frames where relevant) are outlined in the table below.

Who to contact in school – Specific Queries

Query	Who to contact	Contact information and availability
Absences (inc. future absences / medical appointments)	The school office	<p>You can report your child's absence by contacting the school office on: 01942 883 429 or via email: absence@athertonsacredheart.wigan.sch.uk</p> <p>This will be a no reply email account – receive emails only.</p> <p>The office is open between the hours of 08:15 and 16:30pm during normal times.</p>
Safeguarding concerns	Miss E. Wilde The school office	<p>Miss E. Wilde – 01942 883 429</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday.</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the disclosure and availability of external sources for support. Parents should notify social care themselves if they believe the incident meets threshold.</p> <p>Please refer to the Child Protection and Safeguarding Policy for full details.</p> <p>If you believe the child to be in immediate danger, then contact 999.</p>
Special Educational Needs / Disability (SEND) concerns	Miss E. Wilde The school office Child's class teacher	<p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday (most weeks).</p> <p>Alternatively contact the School Office – as above.</p> <p>Response time will depend on the nature of the concerns and availability of external sources for support. Most replies will be responded to within 3 working days. School has 5 working days to respond to communications.</p> <p>Please refer to the SEND policy and supporting information on the school website for full details.</p>

Pastoral Matters	<p>Child's class teacher via the office Miss E. Wilde Mrs A. McEntee</p>	<p>Please send any pastoral matters (medical or change of home circumstances, ill family members, child upset or feeling unsettled) in to school via the school office, marked for the attention of the child's class teacher.</p> <p>Alternatively, you can contact Miss E. Wilde or Mrs A. McEntee</p> <p>Miss E. Wilde – phone number as above</p> <p>Email: ewilde@athertonsacredheart.wigan.sch.uk</p> <p>Miss Wilde works: Monday, Tuesday, and Thursday (most weeks).</p> <p>Mrs A. McEntee – phone number as above</p> <p>Email: amcentee@athertonsacredheart.wigan.sch.uk</p> <p>Mrs McEntee works: Wednesday and Friday (most weeks).</p>
General queries	School office	<p>Contact details as above</p> <p>School has 5 working days to respond to Non - Safeguarding matters.</p> <p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
After School Club – change of person collecting, late collection etc...	After School Club	<p>Phone: 01942 460 072 – direct line.</p> <p>The school office closes at 4.30pm.</p>
General queries / concerns	School office	<p>Your child's class Teacher is the first port of call.</p> <p>If it is not resolved then you can raise the matter with the senior leader for the department. If your child's class teacher is a member of the senior leadership team, then an alternative senior leader will attend the meeting.</p> <p>If the matter is then still not resolved, then a meeting with the Head Teacher will be arranged.</p> <p>School has 5 working days to respond to Non-Safeguarding matters.</p> <p>NB: The person who is required to deal with the query may only be in school on specific days or they may already have planned meetings / events scheduled.</p>
Formal complaints	School website	<p>The personalised DfE / Wigan Model Complaints Policy can be freely downloaded from the school's website.</p> <p>Hover over the Information tab and click on the 'policies' option.</p>

		<p>Please ensure you have followed the process prior to the complaint becoming formal, as the policy outlines the procedures, which must be followed, and you will be referred back to an earlier point in the process if you have not followed the process.</p> <p>Please ensure you have read the serial complaints section – this outlines expected parental behaviours – Examples of inappropriate behaviour: persistent communication with school over matters arising, imposing personal or unrealistic timeframes and beliefs on school and threatening behaviour.</p>
Freedom of information and subject access requests	School office	<p>As above.</p> <p>Please refer to the GDPR policy for timeframes and the process.</p> <p>School's nominated GDPR Officer is Mr. P Rafferty (external consultant) – contacted via school.</p>

Subject Leaders and Areas of Responsibilities:

Mrs Glynn: Finances, attendance (inc. absence) and Wrap Around Care.

Mr Hough, Maths, Science, History and Geography Lead, KS2 lead and Deputy Headteacher.

Mrs Johnson: English Lead, KS1 Lead.

Mrs Langin: Attendance (inc. absence), payments and Wrap Around Care.

Mr McDermott: Assessment Lead, Attendance Champion, Behaviour Lead, Deputy Safeguarding Lead, PSHE and PE Lead.

Mrs McEntee: Attendance support and Pastoral support.

Mrs Rogerson: Computing Lead.

Miss Rudman: French Lead.

Miss Wilde: Safeguarding Lead (DSL) SEND Lead.

Miss Williams: RE Lead (inc Prayer and Liturgy, Catholic Life and Live Simply).

Mrs Woodward: Art, D&T, and Music Lead.

Miss Worrall: EYFS Lead, Phonics Lead

Monitoring of this Plan

This plan is monitored annually and will be updated formally in 2026.

Plan written and updated by I. McDermott –Head Teacher

Date: Autumn Term 2025

Review date: Autumn 2026

Who to contact when I have a concern – General Guide

Class teacher – first instance for class matters.

Miss Wilde – first instance for safeguarding matters which are not class based. If it isn't about your child, we are limited in what we can share / discuss.

If this doesn't resolve the situation

Class teacher and a senior member of staff.

Miss Wilde – go back and speak again or ask for clarification. If it isn't about your child, we are limited in what we can share / discuss.

If this doesn't resolve the situation

Headteacher.

Headteacher.

If this doesn't resolve the situation

Complaints Policy

Complaints Policy
Safeguarding Policy

If this doesn't resolve the situation

Ofsted / DfE

Ofsted / DfE
Wigan LA
Archdiocese