

Aspris College North Wales Local Procedure: Communication with Parents and Carers

1. Purpose

This procedure outlines how the college communicates with parents and carers to ensure clear, consistent, and positive relationships that support students' wellbeing, learning, and progress.

2. Principles

- Be respectful, professional, and solution focused.
- Use clear, jargon-free language.
- Promote partnership and mutual trust.
- Maintain confidentiality and comply with data protection law.
- Be inclusive and accessible for all families.
- Be timely, accurate, and responsive.

3. Responsibilities

Role	Responsibility
All Colleagues	Maintain professional standards of communication. Respond to parental contact within agreed timeframes. Record significant interactions where necessary.
Learning Support Workers/HLTA's	Act as the main point of contact for day-to-day matters. Share updates and concerns promptly.
Senior Leadership Team (SLT)	Manage complex, sensitive, or escalating communications. Ensure consistency across the college.
Designated Safeguarding Lead (DSL)	Oversee communication in safeguarding, child protection, or welfare concerns. Ensure accurate record-keeping.
Administrative Team	Attendance communication. Medical or other appointments. Manage routine college communications. (letters, emails, newsletters) and log incoming queries.

Regional Director/Chair of Governors	To support with any escalated concerns.

Methods of communication

- Written: Letters, emails, monthly newsletter, website updates.
- Verbal: Phone calls, meetings, home visits (where appropriate).
- Digital: Text messages.
- Accessible Formats: Large print, translated materials, or interpreters will be provided as needed.

Method of communication	Purpose	Frequency
Letters	Information Sharing	As required
Text Message	Information Sharing	Daily
Email	Information Sharing	As required
Weekly update re student	Information Sharing of how students have progressed that week	Weekly
Face to face meeting	Transition planning/problem solving	As required

N.B Please also ensure that it is recorded appropriately, centrally and clearly.

Response and Escalation

- Colleagues should acknowledge parent/carer communications within 2 working days (term time).
- If a query cannot be resolved immediately, parent/carer should be informed when a full response will follow.
- Concerns should be addressed at the lowest appropriate level (tutor/HLTA/Learning Support Worker, then SLT if unresolved).
- If a matter remains unresolved, refer to the Complaints Procedure.

Recording and Confidentiality

- Key communications (especially those involving safeguarding, SEND, or behaviour) must be recorded on MIS Engage.
- All records must follow data protection and safeguarding guidelines.
- Personal information must never be shared via insecure channels (e.g., personal email or messaging apps)
- All communication must be recorded on Engage so that a chronology of parental/carer contact is maintained. This document will be audited internally by the Principal and the Vice Principal.

Sensitive or Difficult Conversations

- Arrange private, face-to-face or virtual meetings rather than discussing sensitive issues in public areas.
- Ensure two colleagues are present where appropriate.
- Prepare factual information and agree on next steps clearly.
- Follow up in writing to confirm agreed actions.

Regular and Proactive Communication

- Key workers provide updates on student progress at least weekly.
- The college issues newsletters once per month.
- Celebration and positive communication are encouraged (e.g., postcards, phone calls home).

Training and Monitoring

- Colleagues to receive training on communication standards (this is to be delivered by SLT locally to match local need, HR can support if required), safeguarding, and information sharing.
- Line Managers to monitor consistency through supervision, feedback, and audits of records.
- The procedure will be reviewed annually.

Related Policies

- Safeguarding and Child Protection Policy
- Complaints Policy
- Data Protection Policy
- SEND Information Report
- Colleagues' Code of Conduct

Approved by: Daniele Kennaugh-Langford

Role: Principal

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