

*First Published Summer 2026*



## **Communication Guide**

**2026**

## Rationale


At Taverham High School, we recognise that clear and respectful communication is vital to a positive and productive learning environment. Effective communication between students, staff, parents/carers, and the wider community supports academic success and well-being.

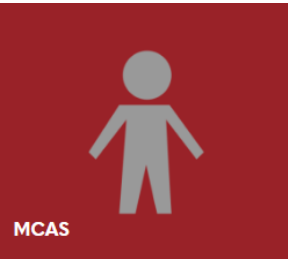


This Communication Policy sets out guidelines for how we engage with one another, ensuring transparency, consistency, and responsiveness in all interactions. Our goal is to foster a culture of open dialogue, where everyone feels heard and involved, building trust and strong relationships across the school community. This policy defines expectations for communication and the roles and responsibilities of all stakeholders.


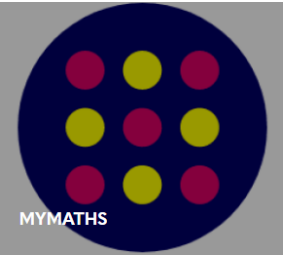

## SECTION 1


### Systems of Communication

Please see the below information detailing apps and websites that your or your child/ward will need to access whilst attending Taverham High School. These can be accessed on the school website: [Portals - Taverham High School - An 11-18 Academy](#)

Platform	App/Browser	Purpose	User	Log In Information and Dates
	Can be accessed by downloading the app from the app store or Google Play or via a web browser from your desktop computer / laptop / phone.	<ul style="list-style-type: none"><li>• Purchasing school meals</li><li>• To pay for lockers</li><li>• To pay for school trips</li></ul>	Parents/Carers only	Log in details will be sent to the parent/carer on the day that your child/ward starts at Taverham High School.

	<p>Can be accessed by downloading the app from the app store, Google Play or via a web browser from your desktop computer / laptop / phone.</p>	<ul style="list-style-type: none"> <li>• Completing admission forms and parental consents</li> <li>• View attendance, behaviour, house points and timetables</li> <li>• Viewing tracking and assessment</li> </ul>	<p>Parents/Carers only</p> <p>An account will be set up for the contact who is listed as Priority 1.</p> <p>If another parent/carer would like an account this can be requested.</p>	<p>This will be sent out once applications have been received from Norfolk County Council.</p> <p>For New Year 7's, this will be March or April before your child/ward starts in September.</p>
	<p>Can be accessed via the portals tab on the school website.</p>	<ul style="list-style-type: none"> <li>• Used for booking appointments with teachers for online Parents Evenings</li> </ul>	<p>Parents/carers only</p>	<p>Log on with the name of student the appointment is for and their date of birth.</p> <p>Details of how to access this will be sent out prior to each online Parents Evening.</p>
	<p>Can be accessed by downloading the app from the app store or Google Play or via a web browser from your desktop computer / laptop /phone.</p>	<ul style="list-style-type: none"> <li>• View attendance</li> <li>• Behaviour</li> <li>• House Points</li> <li>• Timetables</li> </ul>	<p>Students only</p>	<p>Log in information will be sent to their school email once they have started school.</p>

	<p>Can be accessed by downloading the app from the app store or Google Play or via a web browser from your desktop computer / laptop / phone.</p>	<ul style="list-style-type: none"> <li>• Seeing homework set by teachers</li> <li>• Receiving notifications regarding deadlines</li> <li>• Messaging teachers</li> <li>• Submitting work</li> </ul>	<p>Parents/Carers and Students</p>	<p>Students will receive log in details in a computer lesson within the first 2 weeks of starting school.</p> <p>Parents/Carers will be sent details towards the end of September.</p>
	<p>Can be accessed via a web browser <a href="http://www.mymaths.co.uk">www.mymaths.co.uk</a> from your desktop computer / laptop / phone / tablet.</p>	<ul style="list-style-type: none"> <li>• Support for revision and homework following each maths assessment</li> </ul>	<p>Students only</p>	<p>School Username: taverham</p> <p>School Password: maths</p> <p>Students then have their own personal log in given to them by their maths teachers.</p>
	<p>Can be accessed via a web browser from your desktop computer/laptop/phone.</p>	<ul style="list-style-type: none"> <li>• Used to improve a student's literacy</li> <li>• Set as fortnightly homework where students complete tasks to reach 40 points</li> <li>• Details found on Satchel One</li> </ul>	<p>Students only</p>	<p>Students will receive log in details in a Library lesson within the first 2 weeks of starting school.</p>

	<p>Can be accessed via the portals tab on the school website.</p>	<ul style="list-style-type: none"> <li>• Used to access the Library catalogue online</li> <li>• Students can sign up to events and apply for positions like Library Leader</li> <li>• Used to access ePlatform (online library, audiobook and eReader platform)</li> </ul>	<p>Students only</p>	<p>Students are able to log in using their Microsoft 365 login.</p> <p>They will be shown how to access this during an assembly.</p>
-----------------------------------------------------------------------------------	-------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------	--------------------------------------------------------------------------------------------------------------------------------------

Social Media Platform	Department	Handle
Instagram	Taverham High School – VI Form	@Taverham_Sixth_Form
Instagram	Physical Education	@Taverham_High_School_PE

## SECTION 2

### Internal Communication (between staff)

Clear, respectful, and professional communication among staff members is essential to maintaining a collaborative and supportive working environment at Taverham High School.

This section of the Communication Policy outlines the expectations for how staff should communicate with one another, both formally and informally. Strong internal communication is vital to the smooth operation of the school, supporting a positive atmosphere where staff can work together to achieve the best outcomes for students.

## Email Communication

We all have our own patterns of working which fit in with our lifestyles and everyone needs to respect and understand this. We do not enforce set times for email communications; this is to support colleagues who need to work flexibly. However, colleagues should be considerate of other colleagues working patterns when sending emails and expecting responses - you may find the 'delayed deliver' function helpful.

Part-time colleagues may find it beneficial to add to their signature the days that they work.

- Email the staff that need to know:
  - To reduce the number of emails received daily please avoid 'all teaching staff' or 'all staff' emails.
  - Where possible, direct emails to the staff that the message is relevant to.
  - If you need to contact staff about a specific student, please use the specific function on Brom Com.
  - Use 'noticeboard' for emails of a more personal nature e.g., informing of a local event or giving away tickets
- Include greetings and sign-offs on emails
- Staff should be aware that the tone of emails can be misinterpreted; sensitive conversations should happen in person
- Student initials (rather than full names) should be used in the subject line of the email to ensure confidentiality
- Proofread carefully - emails should be checked for spelling, punctuation and grammar
- School email accounts must not be used for personal communication
- Email communication should always be from a school email account
- Keep messages clear and brief

**Note: be aware of the 'reply all' function, especially if using a mobile device as this often selects 'reply all' as default.**

## Meetings

Reducing teacher workload is an important priority; when arranging a meeting with another staff member(s) please be mindful of the following guidance:

- Consider whether a face-to-face meeting is required; could the same goal be achieved via telephone conversation or email if necessary?
- Set a clear time and location for the meeting (you may wish to use the calendar function on Outlook to assist)
- Set a clear objective to the meeting – an agenda may be necessary depending on the nature of the meeting
- Be clear and concise in your choice of language
- Avoid ‘corridor conversations’ that should be confidentially discussed e.g., details about specific students

## SECTION 3

### External Communication (between schools and parents/carers)

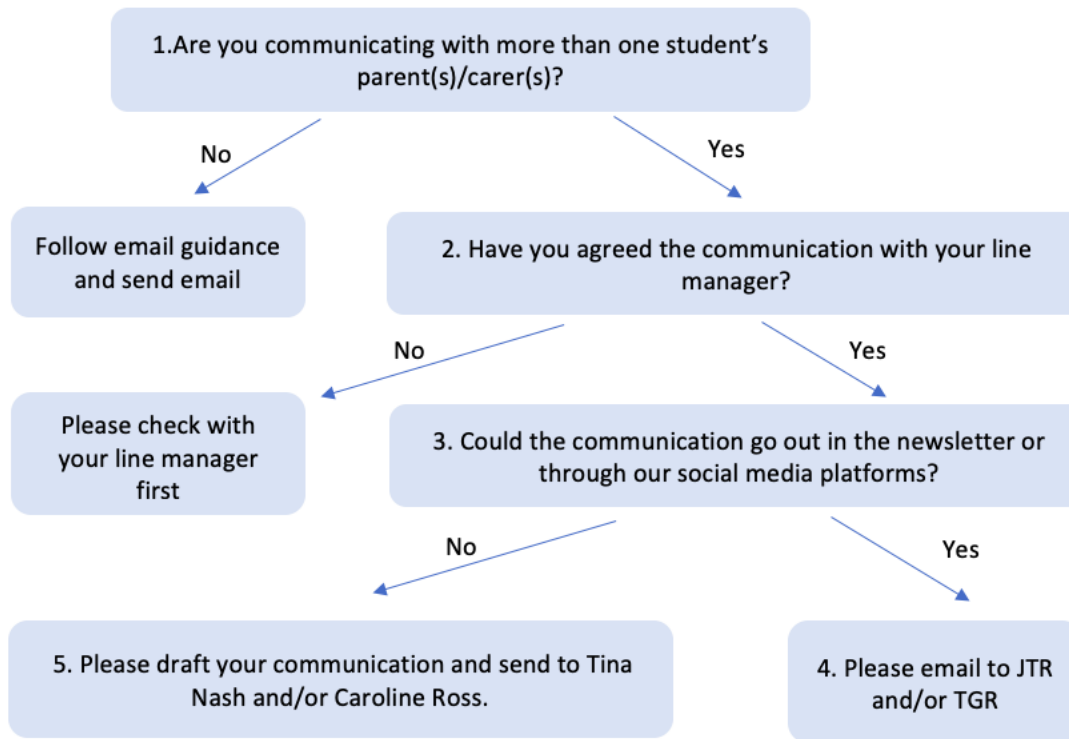
#### Emails

If you receive communication from a parent/carer, a response should be provided within 72 hours, and you are not expected to respond to a parent/carer outside of school hours. Where possible, a holding email should be sent to acknowledge the email for example: *‘Thank you for your email, I will respond within the next 72 hours to your enquiry.’* This could be kept in your drafts and copied and pasted on receipt of such communication.

If you feel communication with the parent/carer is not appropriate or has been sent to you in error, please speak with your Line Manager. If they agree, please refer the correspondence on to the relevant colleague and send a short email to the parent/carer informing them of this for example: *‘Thank you for your email I have forwarded it on to XXXX who should be able to help you.’*

- Make good use of subject headings
- Be professional in your tone and language used
- Use clear and concise language; be brief and to the point (avoid overcommunication)
- Proofread carefully - emails should be checked for spelling, punctuation and grammar
- Staff must not contact parent/carers or students, or conduct any school business, from a personal email address or via social media.

Parents/carers receive multiple emails and letters home from school each week; it is important to be mindful of this when contacting a parent/carer. Before sending communication to parents/carers, please consult the flow chart below:



*Point 5 Note: Frances Higson for Sixth Form Communication*

### Telephone Calls

Staff may need to contact home for several reasons, for example: to further discuss concerns raised by school, parents/carers or students, to offer further support, to clarify a query that was not resolved via email etc. The below provides guidance on making phone calls to parents/carers:

- Calls should be made through the school network/school phones.
- Make phone calls in quiet spaces e.g., office or workroom.
- Establish whether it is an appropriate time for the parent/carer to speak.
- Introduce yourself formally, e.g., 'My name is Mr .... a teacher from Taverham High School. Is now a convenient time to discuss?'
- Allow the parent/carer to speak and address their points calmly and politely.

- If you are unable to provide answers to questions or to solve any issues raised, state clearly that you will pass this on to relevant colleagues.
- If a parent/carer does not answer the phone when you call, please leave a brief voicemail outlining your name and why you have called – if there is not voicemail option, please email stating your name and that you called (missed calls from school can be anxiety inducing for many parents/carers).
- If a parent/carer raises their voice, swears or is inappropriate, explain you will end the phone call, if it continues, and pass on the concerns to your line manager / the appropriate colleague.
- Log all telephone communication with parents/carers on the student's BromCom page.

#### **Helpful phrases for a difficult phone call:**

“Excuse me, but if this continues, I will need to end our call and pass your concern / query / question on...”

“I am sorry I have not been able to help you further; I am now going to end this call.”

#### **Meetings**

It may sometimes be necessary to communicate face-to-face with parents/carers of our students. Please see the below guidance for face-to-face meetings:

- Organise a mutually convenient time and location – all parent/carer and staff meetings should take place on school site (with the exception of planned and accompanied visits as appropriate).
- Ensure that email confirmation has been sent and received when organising a face-to-face meeting.
- If necessary, book a room through ‘room bookings’ on portal <https://www.taverhamhigh.norfolk.sch.uk/home/portals/>
- Clarify the objective of the meeting with all those attending.
- Take notes and record key information during the meeting.
- Ensure all those attending the meeting are listened to throughout.
- Use calm, polite and professional language throughout the meeting.
- Where appropriate, follow up with an email outlining and summarising actions.

## SECTION 4

### Parent/Carer Conduct

At Taverham High School, we value the partnership between parents/carers and the school. Open, respectful, and constructive communication is essential for supporting our students' academic and personal growth. We ask that parents/carers adhere to the following guidelines to help maintain a positive and productive relationship with school staff, students, and the school community as a whole.

#### Who to contact?

Issue	Who
<b>Attendance (illness)</b>	For students in Years 7 to Year 11, please leave a message on our dedicated absence line: 01603 860505 option 1 or email <a href="mailto:attendance@taverhamhigh.org">attendance@taverhamhigh.org</a>  For students in Year 12 and Year 13, please leave a message on the sixth form direct line: 01603 861758 or email <a href="mailto:6thform@taverhamhigh.org">6thform@taverhamhigh.org</a>
<b>Behaviour</b>	The first point of contact should be your child/ward's Form Tutor. Concerns can then be directed to your child/ward's Head of Year where necessary.
<b>General Enquiry</b>	<a href="mailto:office@taverhamhigh.org">office@taverhamhigh.org</a>
<b>Pastoral</b>	The first point of contact should be your child/ward's Form Tutor. Concerns can then be directed to your child/ward's Head of Year where necessary.
<b>Safeguarding / Student Support</b>	<a href="mailto:office@taverhamhigh.org">office@taverhamhigh.org</a> who will then be able to direct emails to our DSLs as appropriate

## Appropriate Contact

- **Be Courteous:** All interactions with school staff should be respectful, polite, and constructive. Communication should focus on finding solutions rather than placing blame.
- **Use Appropriate Language:** Language should be respectful and free of profanity, insults, or personal attacks. Disparaging remarks about staff, students, or the school community are not acceptable.
- **Follow Proper Channels:** If you have concerns about your child/ward's academic performance, behavior or anything else, start by communicating directly with the relevant teacher or staff member.

Whilst this is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could otherwise be interpreted as harassing, the school may issue warnings of varying degrees:

1. Informal warning – written or telephone call
2. Formal warning – written
3. Restricted communication e.g., no face-to-face meetings, potential involvement of the police.

## SECTION 5

### Key considerations for staff whose child(ren)/ward(s) attend Taverham High School

- Be aware of keeping professional life and home life separate in the workplace.
- If you wish to contact a member of staff, please use your personal email address or telephone number.
- Consider where and when and how this contact is made – it is important to remember that your query will be treated as any other parent/carer within the same time frame.

## SECTION 6

### FAQ

1. Can my child/ward contact me on their own device if they are unwell or upset at school?  
*No. If your child/ward is ill or is upset, they must report to reception and be seen by a member of our First Aid team. The members of staff will then contact parents/carers if necessary. When children contact home themselves this presents a safeguarding risk.*

2. Will my phone call be returned the same day?

*Staff have 72 hours to respond to parent/carer communication. Please be mindful that contacting school or staff at the end of the day e.g., just before 3:00 pm will not always allow sufficient time to deal with a concern or query on the same day.*

3. What happens if I miss a phone call from school?

*Voicemails will be left by staff explaining the reason for the call, so please do not panic. Often, by the time you have called Reception the voicemail will have come through – so please wait for voicemails before contacting the school office who will not always know who has contacted specific parents/carers.*

4. Can I come to school whenever I want to meet with members of staff?

*All meetings must be pre-arranged with the appropriate member of staff. Most of our staff have teaching commitments and will not have time to meet without prior arrangement.*