



# GLEBE SCHOOL

## Communications Policy

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At Glebe School we value strong partnerships between school, home, and the wider community. Clear and effective communication helps us to support every pupil's learning, wellbeing and development.

### How We Communicate

- We use email as our main method of communication. Please ensure the school has an up-to-date email address for you
- Newsletters are published, emailed and available on the school website
- Urgent updates (e.g. absence, safeguarding, emergencies) will be handled immediately, usually by phone
- Written enquiries are first acknowledged by administration within 24 hours, followed by staff acknowledgement within two working days, and a full response is provided within ten working days
- Meetings with staff must be booked through the school office and will usually include at least two staff members

### How You Can Contact Us

- **Email:** [admin@glebe.bromley.sch.uk](mailto:admin@glebe.bromley.sch.uk)
- **Telephone:** 0208 777 4540
- **Absence reporting:** Use the Studybugs app, call or email the school office as early as possible on the first morning of absence, and for every day your child is absent

### Standards of Communication

- Staff will always communicate in a professional and respectful way
- Parents and carers are asked to do the same; if a conversation becomes aggressive, staff may end the meeting and refer it to the Senior Leadership Team
- All formal communication will use titles (Mr/Mrs/Miss/Ms/Dr)

### Reports and Progress

- Parents and carers receive three academic reports per year
- Parents' Evenings and EHCP review meetings provide opportunities to discuss progress
- If concerns arise, please contact your child's Form Tutor or Head of Year in the first instance

### Key Reminders

- Staff will not use personal phones, email addresses, or social media to contact parents or pupils
- In the event of school closure or disruption, updates will be shared via the website and email