



## **Communications Policy (Secondary)**

Signed by CEO:



Signed by Chair of MAC Board :



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## Contents

1. Introduction and aims .....	2
2. Roles and responsibilities .....	3
3. How we communicate with parents .....	4
4. How parents can communicate with the school .....	6
5. Inclusion.....	7
6. Monitoring and review.....	7
7. Links with other policies.....	7
Appendix 1: school contact list .....	8

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## 1. Introduction and aims

The St Teresa of Calcutta MAC is courageous in its ambition to provide excellent experiences and outstanding outcomes for all young people in our community. Our collective vision of the essence of a Catholic education is that it offers an attractive, ethos-led proposition to pupils, staff and the communities we serve and, in doing so it sets the St Teresa of Calcutta MAC apart.

The aim of this policy is to promote clear and open communication by:

- Explaining how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

## 2. Roles and responsibilities

### 2.1 Directors/Governors/Executive Leaders

Directors, governors and executive leaders are responsible for:

Planning, monitoring and evaluating the (impact of) communication policy

- Effectively engaging with the views of pupils, parents and staff so that they have an accurate understanding of these stakeholders' concerns
- Considering the views of individual schools and their stakeholders when taking decisions that have a significant and specific impact on them
- Adapting support for individual schools in line with feedback from the relevant school's stakeholders
- Monitoring the implementation of this policy
- Regularly reviewing this policy

### 2.2 Head Teacher

The Head Teacher is responsible for:

Ensuring that the communication policy for pupils, parents and staff are used to ensure exceptional communication takes place

- Ensuring that communications with parents and pupils are effective, timely and appropriate
- Developing a programme of strategies to collate pupil and parent voice and report findings to Directors/governors
- Responding effectively to any concerns raised and using findings to inform future strategic developments

### 2.3 Staff

All staff are responsible for:

Responding positively to the drive for exceptional communication in and outside of the classroom

- Responding to communication from parents in line with this policy, the school's ICT and internet acceptable use policy
- Ensuring that communication is via school channels, for example, a work's phone or a work email. Staff must not use communicate via personal emails, by text on their personal phones or on social media sites
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core school hours or their working hours (if they work part-time). In line with promoting staff wellbeing and helping our staff find a suitable work-life balance, staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Staff will respond to queries within 3 working days. Please note: issues received during the holidays will be dealt with when school reopens

## 2.4 Parents

Parents are responsible for:

- Responding positively to the drive for exceptional communication as set out in this policy.
- Ensuring that communication with the school is respectful at all times
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school
- Only using official communication channels, such as the school's phone line, school email addresses etc. Parents should not attempt to contact staff via personal emails, by text on their personal phones, on social media sites or at their home address

We appreciate any positive feedback and recognition of our actions. Please do let us know any positive feedback via email: [info@stocmac.org.uk](mailto:info@stocmac.org.uk)

The Directors and Governors recognise that there may be times when parents or other stakeholders will feel it necessary to contact the school. Therefore, we have an easy-to-follow complaints procedure. If a parent is unhappy with any aspect of the school, please follow the policy and we will work together to resolve the issue. For general recommendations on improvements, please [info@stocmac.org.uk](mailto:info@stocmac.org.uk)

MAC Complaints policy is available here: [Policies - St Teresa of Calcutta \(saintteresaofcalcutta.org.uk\)](https://www.saintteresaofcalcutta.org.uk/policies)

It should be noted that OFSTED expect the school's complaints procedure to have been followed in full prior to investigating any issues. See: <https://www.gov.uk/complain-about-school/state-schools>

Any communication that is considered disrespectful, abusive or threatening will be treated in line with our dealing with vexatious complaints policy and may ultimately lead to legal action.

## 3. How we communicate with parents

STOC MAC schools use various methods of communicating with parents. The sections below explain how we may keep parents up to date with their child's education and what is happening in school.

Parents should monitor all the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### 3.1 School website & social media

Key information about the school is posted on our website and social media (X formerly known as Twitter), including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures including the Complaints Policy and how to advance any complaint to the Local Governing Body or CEO. Please also see the MAC website at [Home - St Teresa of Calcutta \(saintteresaofcalcutta.org.uk\)](https://www.saintteresaofcalcutta.org.uk)
- Important contact information
- Information about before school and after-school and extra-curricular provision. Parents should check the website before contacting the school.

- Newsletters
- Public Health Information
- Community Police Safety Information.

### **3.2 Third Party Platforms (Classcharts /My Child at School/Parent Mail/Study Bugs/Microsoft Teams etc.)**

We will notify parents about:

- Information about what their child is learning in school
- Payments
- Short-notice changes to the school day
- Emergency school closures (for instance, due to bad weather)
- Rewards
- Homework
- Extra-Curricular – Celebration /Sporting and other results
- Sanctions

### **3.3 Email & Newsletters**

We use email and newsletters to keep parents informed about the following things:

- Upcoming school events
- Scheduled school closures (for example, for staff training days)
- MAC/school surveys
- MAC consultations if there is a particular decision that will have a significant and specific impact on individual schools
- Class activities or teacher requests
- Celebration of progress and achievement
- Updates on school code of conduct and expectations

### **3.4 Letters**

We send the following letters home regularly:

- Letters about trips and visits
- Consent forms
- Public Health information
- Community police and safety information

### **3.5 School calendar**

Our school websites include a full school calendar/diary date, that is updated frequently.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar/diary dates. Please note that this can be refreshed and updated regularly.

### 3.6 Phone calls

We believe in the power of personal communication and will occasionally phone you in order to discuss your child's progress or any concerns that have been brought to our attention. We thank you, in advance, for showing staff empathy and respect at all times. Any call will be made with your child's best interests at heart. We remember the Catholic Social Teaching of 'Solidarity' and will ensure we are working in partnership with parents at all times.

**We kindly request that you do not take recordings of any nature, including phone calls except by prior agreement.**

### 3.7 Homework books/school planners

### 3.8 Reports

Parents receive reports from the school about their child's learning, including:

- A Written letter covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- A mid-year data performance summary and end-of-year reports for KS3, KS4 and KS5
- We will hold parents' evenings and/or parents information evenings throughout the academic year
- PSD (PSHE) workshops for parents (Holy Trinity only)
- Family Learning Program (Holy Trinity only)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress (see the section below).

### 3.9 Meetings

We hold parents' evenings throughout the academic year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, wellbeing, conduct or behaviour.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

We will ensure all legal requirements are adhered to regarding:-

- EHCP Review meetings
- Fixed Term exclusions
- Reintegration meetings
- Permanent exclusion

## 4. How parents can communicate with the school

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the school office number and email address.

### 4.1 Email & Third-Party Platforms

We encourage parents to direct all emails to the school office via the enquiry or help email address. Parents should email the school about non-urgent issues in the first instance. We ask parents to refrain from emailing outside the hours of 8-5 Monday to Friday.

We aim to acknowledge all emails within 3 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 10 working days.

If a query or concern is urgent, and parents need a response sooner than this, they should call the school.

### 4.2 Phone Calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should email the school office and the relevant member of staff will return their call. Reception staff will ensure that parents receive a call back on the day of an incoming call. If this cannot be the case, parents will be called to inform them when the call will be made. If the matter is urgent, a senior member of staff will either take the call.

For general or urgent issues, parents should call the school office.

Urgent issues may include things like:

- Family emergencies
- Safeguarding or welfare issues including bullying

**We kindly request that you do not take recordings of any nature, including phone calls except by prior agreement.**

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the appropriate email address (see appendix 1)/ send a message via email or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request unless the issue is urgent.

While Head of Year, Heads of Department, Senior Leaders and teachers are available at the beginning or end of the school day, if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing



## **5. Inclusion**

It is important to us that everyone in our community can communicate easily with the school.

- Parents who need help communicating with the school can request the following support: printed copies/meetings with key staff
- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls
- Support from advocate/family member where appropriate

We can make additional arrangements if necessary. Please contact the school office to discuss these.

## **6. Monitoring and review**

The Directors and governors monitor the implementation of this policy and will review the policy every 3 years.

The policy will be approved by the Directors with specific school additions being approved by the governing board.

## Appendix 1: school contact list

### Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line
- Call the school office if you prefer not to use emails

We try to respond to all emails within 3 days.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Head of Subject
My child's wellbeing/pastoral support	Head of Year
Payments	Finance Team
School trips	School Office / Trip Organiser
Uniform/lost and found	Form Tutor or Head of Year
Attendance and absence requests	If you need to report your child's absence, call school direct. Numbers are on school websites
Bullying and behaviour	Form Tutor or Head of Year
School events/the school calendar	School office/ website/Class Charts/My Child at School
Special educational needs (SEN)	Head of Year
Before and after-school clubs	School Office/Class Charts/ Event Leader or Organiser
Hiring the school premises	Lettings via School Office or School Business Manager
PTA	PA to Headteacher

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
The CEO or any member of the Executive Leadership team	info@stocmac.org.uk
Governing board	School Office
Board of Directors	info@stocmac.org.uk
Catering/meals	School Office or School Business Manager

## Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

There are clear stages in the policy including the Head Teacher/CEO/Local Governing Body. We will aim to listen humbly to your comments and respond appropriately. Please exhaust these avenues before turning to external agencies (unless a child is in danger). Remember, we cannot resolve problems if we do not know about them so, please do not hesitate to contact us.

MAC Complaints policy is available here: [Policies - St Teresa of Calcutta \(saintteresaofcalcutta.org.uk\)](https://www.saintteresaofcalcutta.org.uk/policies)

## Social Media

Our staff are committed, dedicated professionals who deserve to be treated with respect. If you have a concern or complaint about a member of staff, you should raise it directly with the school, in line with our complaints procedure (see the above). In this modern age, social media may be used inappropriately, and we ask that you refrain from commenting negatively about the school or any member of its community.

We kindly request that parents refrain from:

- using private groups, the school's Facebook page, or personal social media to complain about or criticise the school or members of staff. This is not constructive, and the school can't improve or address issues if they aren't raised in an appropriate way
- using private groups, the school's Facebook page, or personal social media to complain about, or try to resolve, a behaviour issue involving other pupils. Please contact the school and speak to the appropriate member of staff if you are aware of a specific behaviour issue or incident
- upload or share photos or videos on social media of any child other than your own, unless you have the permission of the other children's parents

We may need to involve the police or seek legal advice should we believe any comments or behaviour about the school, or towards individual members of staff, to be defamatory, indecent, discriminatory, or threatening.

## Communication: parents

**We believe that exceptional communication skills enhance the spiritual development, the life chances and opportunities of all in the community**

Parents	Key points
General ethos	<b><u>Relevant STOC MAC Values:</u></b>  Provide an inclusive education for our pupils assisting them to achieve. Promoting their spiritual and moral wellbeing through our collective catholic faith and its teachings. Transform our pupil experience through placing academic excellence and inclusion at the heart of how we teach, inspired by gospel values and the virtues.
Relationships	We aim to develop a partnership with all of our parents. We believe in your child and will do all we can to work with you. This is something that happens continually. All staff, from the Head Teacher down, are happy to meet you at a mutually convenient time.
Advice and guidance	We provide practical strategies to support learning at home so parents work in partnership with us in terms of their child's spiritual, social and academic development.
Communications	School communications will encourage positive communication about your child's learning throughout the year. We will not simply give you information but we aim to actively seek out information from you about your child.
Your child's learning	We don't want you to feel that you are not being updated about what your child is learning in class. Therefore, as a MAC, we will keep you regularly informed about what your child is learning in class so you can have discussions about the subject content. Please do let us know your thoughts about any possible suggestions.
Parents' evenings	Parents' evenings are a positive experience that build on the belief that your child can succeed. We offer practical advice for what your child needs to do to develop work/approach to school life.
Additional support	Parents know their child best. Therefore, we ask that parents contact school if there are any issues of concern and we will give additional support as necessary. We all want the best for your child.
Reports	We time reports so they are meaningful and inform you of the way forward. We will be honest about any barriers in terms of your child's progress and will offer solutions to these working in partnership with you.

Policies	We will always consider (and, where appropriate, involve) parents when drafting policies. We aim to make policies accessible and easy to understand.
Emails	We will respond to emails within <b>3 working days</b> . If a matter is <b>urgent</b> , please contact reception and we will <b>speak to you that day</b> . We ask that parents refrain from emailing staff outside the hours of 8-5 Monday to Friday.
Understanding	Any relationship is built on understanding. We are limited by law regarding our decisions on certain points such as holidays in term time. Please respect the legal frameworks we operate in.
Attendance	We will work with you to ensure that your child attends school regularly and arrives on time. This is because your child will quickly fall behind if they are not present or are late. We have busy, fun days! If there are any barriers to your child attending school, please let us know.
Praise	We appreciate any positive feedback and recognition of our actions. Please do let us know any positive feedback via email: <a href="mailto:info@stocmac.org.uk">info@stocmac.org.uk</a>
Resolutions/ Complaints	Unfortunately, there are times when relationships can be strained. Therefore, we have an easy-to-follow complaints procedure. If a parent is unhappy with any aspect of the school, please follow the policy and we will work together to resolve the issue. For general recommendations on improvements, please email: <a href="mailto:info@stocmac.org.uk">info@stocmac.org.uk</a>
Phone calls	Reception staff will ensure that <b>parents receive a call back on the day</b> of an incoming call. If this cannot be the case, parents will be called to inform them when the call will be made. If the matter is urgent, a senior member of staff will either take the call immediately or contact you on the same day.
Induction	All pupils and their families are entitled to a full induction programme consisting of at least an initial meeting and a tour of the school along with sessions in school to ensure you feel fully supported and are happy with your child's education.
Pupil wellbeing	If you notice any changes in your child at home, please let us know. We will not tolerate any form of bullying at school and will work with you to ensure your child is not in any harm. Sometimes, a child behaves differently at home compared to school so it is important you contact us. We care very much about your child. We will also regularly signpost you to services that the Local Authority offers.
Staff wellbeing	Staff work very hard to support your child. We ask, in a spirit of positive relationships with our Catholic school, that staff are treated with respect at all times, and we will do the same with you.
Positive behaviour	We strive for a consistent approach to behaviour between parents and the school, for example, by sharing expectations with parents. Working in partnership provides for a much better understanding between us and benefits your child.
Invites to school	We warmly welcome you to visit school throughout the year including the opportunity to visit lessons and understand the strategies we use to maximise learning.

Changes to circumstances at home	We understand the pressures of life including relationship breakdowns, financial difficulties and other challenges we face. Please do not hesitate to contact us if you need any support or just a friendly person to talk to!
Parishes	We will work closely with your local parish to foster a strong spiritual foundation. Our school websites feature parish links and resources to support your family's faith journey. We will also send regular school newsletters to clergy, keeping you informed about upcoming events and opportunities to deepen your child's spiritual connection.

## Communication: staff

**We believe that exceptional communication skills enhance the spiritual development, the life chances and opportunities of all in the community**

Staff	Key points
General ethos	<p><b><u>Relevant STOCMAC Values:</u></b></p> <p>Stand out as an employer who embodies the value, we place on our people in creating an outstanding experience for our learners.</p> <p>To be a 'Healthy' employer who nurtures and develops their employees in their formation, wellbeing, and service.</p> <p>Build an ethos and infrastructure which supports the faith formation of staff, their CPD and pastoral care at the heart of their experience of work.</p> <p>Spread the gospel message through our communities and parishes we serve to bring the love of Christ to others.</p> <p>Develop the role of all members of the MAC within local parishes and other community organisations.</p>
Calendar	<p>Issued early July for the following academic year with the opportunity for staff feedback. This may be reviewed/updated during the year.</p> <p>Any amendments to the calendar during the year will be kept to a minimum to reduce any additional burdens on staff</p>

Line management	All leaders to have regular line management meetings
Appraisal	Appraisals will focus on formal observations and coaching, which is a supportive, positive and collectively challenging process as we try to achieve our aim of exceptional communication in all aspects of our role/team/school/MAC. All staff to have a brief monthly meeting with the appraiser to discuss progress and wellbeing.
Weekly briefings	To update staff on events (this is for information giving only).
Policies	<p>Prior to the introduction of policies that will impact workload, staff are consulted over the contents and practical implications. Staff have access to all policies and have a formal channel communicated by the school to comment on any areas that are not working.</p> <p>Staff to have particular awareness of the Communications Policy; Dealing with Vexatious Complainants; Grievance; Whistleblowing; Safeguarding (and related).</p>
Research ticket	Staff are entitled to subscribe to a professional association/other relevant body to further their professional development (to be authorised by the relevant line manager).
Staff CPD meetings	Department/staff meetings to be focused on CPD on approximately 15 occasions during the year.
Reducing bureaucracy	Each school asks staff for ideas on reducing bureaucracy. These will be presented to the MAC Executive team.
Behaviour management	Staff are entitled to prompt feedback from senior staff on the outcomes of any issues regarding behaviour management incidents. The aim will be to ensure feedback is received the same day, where this is not possible, then as soon as is practicably possible.
Relationships	<p>Communication to and from stakeholders reveals respect, self-regulation and collaboration. Staff are supported by senior staff in any incident where this is not the case. In the general areas of the school, adults model body language and tone that supports the positive ethos of the school.</p> <p>There is an emphasis on teamwork and supporting each other as one MAC family. Building exceptional relationships between school and parents is key to a child's success. The MAC will trial strategies to continue to build such relations. A focus will be on informing parents what their child is learning at school as surveys reveal that this is an area that parents express the least satisfaction.</p> <p>Parents are expected to treat staff with respect and courtesy at all times.</p> <p>If you would like to talk to a member of the Executive team, email <a href="mailto:info@stocmac.org.uk">info@stocmac.org.uk</a>. It is lovely to hear positive comments about your school/colleagues as well as any issues that require resolution. We are here for you!</p>



Emails	<p>We aim for no emails to be sent outside of the hours of 8-7 Monday-Thursday and 8-5 on Fridays.</p> <p>Parents will understand that the response time is approximately 3 days. Where appropriate, staff will acknowledge emails received from leaders, other staff, parents and other stakeholders. Please see the table on page 4 for details.</p>
Phone calls	<p>Reception staff will endeavor to ensure that parents receive a call back <b>on the day</b> of an incoming call. If this cannot be the case, parents will be called to inform them when the call will be made. If the matter is urgent, a senior member of staff to take the call immediately.</p>
Induction	<p>All staff are entitled to a full induction programme plus half-termly meetings to check they are being fully supported and are happy in their role.</p>
Reducing curriculum workload	<p>The MAC schools to share best practice in order to reduce the workload demands on individual staff within individual schools. Commercially available evidence-based packages to be used where appropriate (for example, Power Maths. Red Write Inc etc).</p>
Parents' evenings	<p>Parents' evenings will last approximately 2-3 hours (excluding breaks) and be at a time that allows staff to go home and relax prior to returning to work the next day. Any issues in which a member of staff is made to feel uncomfortable during the evening will be addressed by senior staff prior to the member of staff leaving school so that they feel supported.</p>
Wellbeing	<p>Staff are offered free confidential counselling. Even if few members of staff take it up, the knowledge that it's there helps to provide a safety net.</p> <p>There is a trained Senior Mental Health Lead in each school</p> <p>Conduct 'return to work' conversations following an absence. This can help to uncover any issues as soon as they emerge.</p> <p>Staff are encouraged to socialise with each other and have fun!</p>

Examples of email content	Email or No Email	Action
Lost Property	No email	Send student to check in the lost property area in the student office
Issues relating to teaching and learning (deadlines, approaching, CPD meetings etc.)	One email a week	Weekly bulletin emailed out centrally
Issues about students not being sat together	No email	Issued on weekly bulletin from briefing
Email requests for drivers needed for trips	Email	To all staff
Students out on trips	Email	To teachers of particular students via MIS
Moderation/exam details	Email	To teachers only
Sports Club and fixtures	Email	To teachers of particular students
SEND top tips	Email	Email to teachers and TAs periodically
Injured student, leaving lessons early	Email	Daily bulletin that includes: briefing notes, sports fixtures/clubs, students injured, students on report and events taking place in week. Emailed to all staff.
Students and mentors	Email	Email to teachers

## Communication: Pupils

**We believe that exceptional communication skills enhance the spiritual development, the life chances and opportunities of all in the community**

Pupils	Key points
General ethos	<p><b><u>Relevant STOC MAC Values:</u></b></p> <p>Our teaching strives to ensure that every pupil achieves the very highest level of attainment thus maximising their life chances. We are (also) passionately motivated by the desire that each child understands he/she is unique and a special part of God's creation, loved by God. Each pupil is valued and each pupil contributes to their school community in a unique way Just as Jesus tells us that all of the hairs on our head have been counted, because we are so precious to God the Father (Lk 12:7), so each teacher values and cares for their pupils as individuals. Each one should be able to say that 'this staff member really knows me as me'</p>
Relationships	<p>We aim to develop a great relationship with you so that you achieve the very best version of yourself. We believe in you and care for you and will do all we can to help you grow and mature as children of God.</p> <p>You will have someone you can talk to in school and we will make sure that you feel supported.</p>
Advice and guidance	<p>We will guide you through lessons so that you fully understand the learning process.</p> <p>We provide homework to support learning at home so you can build on what you have learned in school.</p> <p>We will ensure you receive advice and guidance regarding careers and offer general support for you as you mature.</p>
Communications	<p>We will positively communicate with you about your learning throughout the year. We will not simply give you information but we aim to actively seek out information from you. We will do this by really listening to you!</p>
Your learning	<p>We will make your lessons interesting and fun so you are enthusiastic and curious learners. We want you to be fully involved in all lessons and enjoy your learning.</p>
Additional support	<p>We all want the best for you and understand that you may need additional help either all of the time or some of the time. It is important to us that you feel supported and you must tell us if you don't. Alternatively, ask your parents to contact us if that is easier for you or ask a friend to talk to us. We can't help if we don't know!</p>

Reports	We time reports so they are meaningful and inform you of the way forward. We will be honest about any barriers in terms of your progress and will offer solutions to these working in partnership with you.
Policies	We will always consider (and, where appropriate, involve) you when drafting policies. Discussions will take place at Pupil Voice and School Council meetings. We aim to make policies accessible and easy to understand so that you receive a safe and outstanding education.
Understanding	Any relationship is built on understanding. We ask you to self-regulate by following the policies of the school. We can then focus on you as a person rather than having to focus on matters such as uniforms.  We will also listen carefully so that we understand if anything is bothering you. We will then do all we can to help.
Attendance	We will work with you to ensure that you attend school regularly and arrive on time. This is because you will quickly fall behind if you are not present or are late. We have busy, fun days! If there are any barriers to you attending school, please let us know so we can understand how we can help you.
Listening to you	We will always try our best to listen to your views and treat you with respect. However, there are times when you may feel as if staff are not listening to you. If this is the case, talk to another member of staff who you trust. If this does not work, talk to the Head Teacher. Members of the MAC Executive team also visit your schools and you can ask to talk to them too. You can also contact the Executive team via <a href="mailto:info@stocmac.org.uk">info@stocmac.org.uk</a> . It would be lovely to hear positive things about your experiences/teachers/support staff. You can also raise any concerns with us but we ask you to use the school communications first. Finally, your parents can use the easy-to-follow complaints procedure that is available on the website. We will work together to resolve any problem.
Praise	We appreciate any positive feedback and recognition of our actions. Please do let us know what you like/enjoy about school.
Induction	You and your families are entitled to a full induction programme consisting of at least an initial meeting and a tour of the school along with sessions in school to ensure you feel fully supported and are happy with your education.
Pupil wellbeing	If you notice any changes in a friend or classmate's behaviour, please let us know. We will not tolerate any form of bullying at school and will work to ensure all pupils are safe and not in any harm. We care very much about you.
Staff wellbeing	Staff work very hard to support you. We ask, in a spirit of a positive relationship within our Catholic school, that staff are treated with respect at all times, and we will do the same with you.
Positive behaviour	We strive for a consistent approach to behaviour, for example, by sharing expectations with you and your parents. Working in partnership provides for a much better understanding between us and benefits you. We will always explain why rules exist and not just tell you what they are.
Changes to circumstances at home	We understand the pressures of life and that at times things can be difficult. Please do not hesitate to talk to us if you need any support or just a friendly person to talk to!

Parishes	We will work closely with your local parish to foster a strong spiritual foundation. Our school websites feature parish links and resources to support your family's faith journey. We will also send regular school newsletters to clergy, keeping you informed about upcoming events and opportunities to deepen your spiritual connection.
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