



Communication Policy for Parents, Carers and Stakeholders

Document Control

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1.00	14/10/25	Amy Wray (oversight board)	Sonia King	
2.00	14/04/26	Lizzy Latham and Jo Coxall	Sonia King	Small addition made

1. Purpose

This policy outlines expectations for communication between Fable House, parents, and stakeholders. It aims to foster respectful, supportive, and constructive relationships that contribute to a positive and safe school environment for all.

2. Our Commitment

We are committed to:

- Responding to queries within a reasonable timeframe (usually within 2–3 working days).
- Treating students, parents, carers and all other stakeholders with respect and professionalism.
- Ensuring staff are available at appropriate times for discussions.
- Communicating important information in a timely and accessible way.

3. Contacting the School

Reporting absences:

Please call the school office on each day of absence at 9am

General Enquiries:

Please contact the school office via email or phone in the first instance.

Appointments:

Meetings with tutors or senior staff must be arranged in advance.

Drop-in or unannounced visits often cannot be accommodated.

Urgent Issues:

Please clearly state if your issue is urgent, and office staff will triage and escalate appropriately.

4. Expected Standards of Behaviour

All members of our school community are expected to:

- Communicate in a polite, respectful, and non-threatening manner.
- Allow staff reasonable time to respond to messages or concerns whether written or verbal.

- Use appropriate channels e.g. Fable House emails and office number (not personal social media, personal phone numbers, Whatsapp, or public forums) to raise concerns.

Unacceptable behaviours include:

- Shouting or using aggressive or intimidating language
- Disrespectful and demeaning comments
- Demanding immediate meetings or access to staff.
- Harassment via repeated messages or emails.
- Publicly naming or shaming staff or the organisation online.

5. Fable House Right to Protect Staff

We have a duty to protect the wellbeing and safety of all staff. In cases of abusive or threatening behaviour, the school may:

- End phone calls or request a person to leave the premises.
- Issue a written warning regarding conduct.
- Prohibit individuals from visiting the premises (temporary or permanent).
- Report incidents to the police if appropriate.

6. Raising Queries, Concerns or Complaints

Stage 1: Informal discussion with your student's allocated tutor (via appointment or email).

Stage 2: Escalation to the school office

Stage 3: Concern/query/complaint in writing addressed to the Deputy Head

Stage 4: Follow the school's Complaints Policy for unresolved matters

7. Response Timeframes

Emails: Acknowledged within 1–2 working days.

Full response: Within 3–5 working days where possible.

Urgent issues: Prioritised based on safeguarding or health needs.

8. Staff Availability

Staff are not expected to check or respond to emails outside school hours (9am–4.30pm, Monday–Friday).

Meetings should be booked in advance to ensure time and attention are properly given.

Links with other policies:

[Complaints Policy](#)

[Attendance Policy](#)