



Communication Policy

HBB-POL-10 | Academic Year 2026–27

Policy reference	HBB-POL-10
Version	2026–27 v1.0
Policy date	October 2026
Date of next review	August 2028
Policy owner	Headmaster
Policy lead	Chief Operating Officer (COO) and Parent Engagement Officer
Reviewed by	Leadership Team (LT)
Approved by	Board of Governors
Intended audience	Governors, staff, pupils and parents
Location	Staff Portal, Parent Portal and School website
Related policies	Email Etiquette Policy (HBB-POL-11); Safeguarding and Child Protection Policy (HBB-POL-01); Data Protection Policy (HBB-POL-09); ICT and AI Acceptable Use Policy (HBB-POL-08); Complaints and Appeals Policy (HBB-POL-12)

1. Purpose

- 1.1 Haileybury Bhaluka is committed to clear, respectful, effective and transparent communication across the whole school community. This policy sets out the expectations and standards for communication between the School and its key stakeholders, including Governors, parents, pupils and staff. It aims to make sure that communication is timely and professional, and that it supports the School's mission and values.

2. Scope

- 2.1 This policy applies to all members of the Haileybury Bhaluka community:
- Governors and members of governing committees
 - staff (teaching and non-teaching)
 - parents and carers
 - pupils.
- 2.2 It covers all forms of communication: verbal, written, electronic (email, messaging platforms and portals) and published communication on the School website and social media channels.

3. Guiding principles

- 3.1 **Professionalism:** communication should be respectful, clear and free from slang, bias or inappropriate language, reflecting the School's professional standards.

- 3.2 **Clarity and accessibility:** messages should be easy to understand, avoid ambiguity, and be sent in good time to support engagement, decision-making and operational needs.
- 3.3 **Confidentiality and data protection:** the School's Data Protection Policy and Privacy Notice govern the handling of personal information in communications. All staff and stakeholders must make sure their communications meet data protection requirements.
- 3.4 **Open and constructive dialogue:** the School keeps channels open for feedback, questions and concerns from all stakeholders, and will respond appropriately and in good time.
- 3.5 **Safeguarding and child protection:** communication must reflect the School's safeguarding commitments, keeping pupil welfare at the centre of all messages and interactions. Safeguarding concerns are reported and actioned through the School's secure safeguarding platform, **CPOMS**, and never through general email threads or messaging apps.

4. Communication with Governors

- 4.1 The Headmaster and COO provide regular reports and briefings to the Board of Governors, including updates on strategic priorities, safeguarding, curriculum and community engagement.
- 4.2 The Chair of Governors may request additional updates as required.
- 4.3 Committee meetings have clear agendas shared in advance, with minutes recorded and distributed in line with governance protocols.
- 4.4 **Secure channel:** communications with Governors use School email addresses and the Governor Portal. WhatsApp and social media are not used.

5. Communication with parents and carers

- 5.1 The School communicates term dates (T1, T2, T3), event schedules, reports, emergency notices and policy changes through official channels: email, the Parent Portal and website notices. The Parent Engagement Officer oversees these communications.
- 5.2 All communication to parents should be professional and informative, with clear instructions where needed.
- 5.3 Parents receive guidance on the appropriate channels for contacting staff, including expected response times.
- 5.4 **Secure channel:** parents are asked to use School email addresses and the Parent Portal. WhatsApp and social media are not approved for official communication.

6. Communication with pupils

- 6.1 Information for pupils is clear, age-appropriate and respectful.
- 6.2 The School uses designated platforms to share information with pupils, including the Frog learning platform, the pupil portal, House meetings, Sunday assemblies and daily tutor groups.
- 6.3 Pupils have channels to raise questions, feedback or concerns safely and constructively, including through their Tutor, HM, the Student Senate and the School's anonymous reporting routes.
- 6.4 **Secure channel:** pupils use their official School email accounts to contact staff. WhatsApp and social media must not be used for communication between staff and pupils.

7. Communication among staff

- 7.1 Staff are expected to communicate professionally and courteously, both in person and electronically.
- 7.2 Staff must follow the Email Etiquette Policy for all School email communication.
- 7.3 Staff are kept informed about key operational matters through official staff channels. Senior leaders make sure updates on policy, curriculum and school developments are shared in good time.

- 7.4 **Secure channel:** routine staff communication uses School email and the Staff Portal. School-approved messaging groups may be used for emergency and time-critical operational messages only. They must never contain pupil personal data or safeguarding information.

8. Official channels and verifying communications

- 8.1 Official School communications are only sent from @haileybury.com.bd email addresses, the Parent Portal, the School website and the School's verified social media accounts.
- 8.2 The School will never ask parents for bank details or payment to a new account by email, text or messaging app without confirming it through the Parent Portal or the Finance Office. Parents who receive an unexpected request, including one that appears to come from a member of staff (fake messages and voice calls can now be produced using AI), should verify it by contacting the School directly.

9. Use of electronic media and platforms

- 9.1 Email, School apps and portals should be used for formal communication about School business.
- 9.2 Personal messaging platforms are not appropriate for official School communication unless previously authorised.

10. Response expectations

- 10.1 Staff should aim to respond to communication within one working day. If a full response will take longer, an acknowledgement and estimated timeframe should be given.
- 10.2 Urgent matters should be clearly marked, and other contact channels (e.g. telephone) may be used where appropriate.
- 10.3 Concerns that cannot be resolved through normal communication are handled under the Complaints and Appeals Policy.

11. Monitoring and review

- 11.1 This policy is reviewed every two years, or sooner if required by changes in legislation or school operations.
- 11.2 Feedback from stakeholders on the effectiveness of communication informs future revisions.

12. Review record

Summary of changes (October 2026 review)

Area	Change made
Dates	Policy date October 2026 (the previous version was due for review in September 2026); two-year review cycle kept (August 2028).
Roles	Owner changed from "Head of School" to Headmaster; approval moved from COO to the Board of Governors.
Safeguarding system	"MyConcern and MyVoice" replaced with CPOMS, the School's safeguarding recording system.
Privacy	"Privacy Policy" corrected to the Data Protection Policy and Privacy Notice.
Staff messaging	Clarified the emergency use of messaging apps by staff: School-approved groups only, and no pupil personal data.

Area	Change made
Fraud and AI	Added a section on official channels and verifying communications, including AI-generated impersonation and fraudulent payment requests.
Terms	Calendar references use T1, T2 and T3.

Version history

Date	Version	Reviewed by	Notes
September 2025	2025-26	Head of School	Original Communication Policy
October 2026	2026–27 v1.0	Headmaster (SOG)	Full review: dates, statutory references, roles and consistent Haileybury Bhaluka policy format

Approved by the Board of Governors	
Signed (Chair of Governors)	
Date	