

## **Communications Policy**

### **Routine Communications**

A successful partnership between The King's School, Canterbury Summer Programme and parents, agents and guardians is based upon open communications. We foster links with the community, parents, students and former students. The Director or Coordinator is the first point of contact for parents, and they should be contacted in the first instance about any concern regarding an individual student.

### **Email**

The school cannot get involved in disputes between parents in the event of separation or divorce. All correspondence and information will be sent to all holders of parental responsibility, unless there is a court order to the contrary. The interest of the student must always be paramount and it is important that parents agree on decisions to avoid the student or the Summer Programme being involved in disputes including, for example, participation on excursions, or activity choices. Parents should be aware that in the event of disagreement, the summer programme will endeavour to meet the student's choices or preferences where we judge it to be in their best educational interest.

Email is the simplest form of communication. Students can send and receive emails from many computers in the school and remotely. Parents may wish to use email for contacting staff.

Please email [holidayprogramme@kings-school.co.uk](mailto:holidayprogramme@kings-school.co.uk) .

Where parents are separated or divorced copies of letters and emails will normally be sent to both parents.

### **Website**

The website provides a range of information about the Summer Programme.

### **Telephone**

Mobile phones are allowed on the understanding that they are not used during lessons, activities or meals. Mobile phones must be clearly and indelibly named and are the responsibility of the student. Cameras on mobile phones must not be used in such a way as to harass or cause distress to another student or member of staff. The school monitors the use of ICT to protect from inappropriate sites but parents need to be aware that it is not possible for the school to filter or monitor websites accessed by students on personal mobile phones with 4G/5G internet access.

### **Video Calling**

Those with laptops or other internet-enabled mobile devices may use Facetime, WeChat, WhatsApp or other video-calling services to contact friends and family at any reasonable time of day, subject to technical restrictions of the school's network.

## **Emergency Communications**

Parents must ensure the Summer Programme always has current contact telephone numbers and email addresses so that contact can be made in an emergency, such as unplanned closure due to power failure, or an injury to your son or daughter. We will attempt to contact you by telephone if your son or daughter is injured or taken seriously ill. In the unlikely event of a more serious incident, the response will, inevitably, depend on the circumstances. The first and greatest priority will always be to look after the students. The second priority will be to give parents the fullest possible account of events as soon as possible; we will always tell you personally if your child is injured, or has suffered some mishap unless the emergency services take this responsibility and instruct otherwise.