

BOA Digital Technologies

Home–School Communication Expectations

At BOA Digital Technologies Academy, we place great importance on positive, respectful, and professional communication between home and school. Strong communication is essential to building trust, resolving concerns effectively, and ensuring the best possible outcomes for our students.

To support clarity and consistency, we have outlined below how the school will communicate with parents and carers, and the standards of communication we respectfully expect in return.

How BOA Digital Will Communicate with Parents and Carers

- We will communicate with parents and carers in a professional, respectful, and timely manner at all times.
 - Emails and telephone calls will be responded to as promptly as possible, usually within school hours and typically within **2–3 working days during term time**.
 - Staff will listen carefully to concerns and will work collaboratively with families to resolve issues in the best interests of students.
 - Communication from the school will always be calm, appropriate, and focused on supporting student wellbeing, learning, and behaviour.
 - General school communications will be shared via email, the MCAS app, or text alerts, depending on parental preferences and the nature or length of the message.
 - Communication regarding pupil behaviour, including detentions, will be shared via the **Class Charts** app.
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What We Ask from Parents and Carers

To maintain a safe, respectful, and professional environment for both staff and students, we ask that all communication with the school reflects these same values.

Emails

- Please ensure that emails are written respectfully and appropriately.
- We aim to respond within **2–3 working days during term time**.

Phone Calls

- We ask that all phone conversations with staff remain calm and courteous.

- Abusive, aggressive, or inappropriate language is not acceptable. Staff are instructed to end calls if this expectation is not met.

Voicemail Messages

- When leaving a voicemail regarding a pupil, please include the pupil's **full name and date of birth**. This enables us to locate records efficiently and respond appropriately.

In-Person Visits

- Due to staff timetables and safeguarding requirements, a member of staff will only be available via an appointment.
- Appointments can be arranged for either in-person or telephone meetings, depending on your preference.
- All visitors are expected to remain courteous and respectful at all times.
- Anyone who is rude, abusive, aggressive, or uses inappropriate language will be asked to leave the site, and further action may be taken if necessary.

Contacting Students Directly During the School Day

- Parents and carers should not message or contact students during the school day to raise concerns or resolve school-related matters.
- Any issues should be communicated directly with the school so they can be managed appropriately and sensitively.
- Parents and carers are encouraged to advise their child to speak to a member of staff rather than contacting them directly.
- Bypassing this process can lead to confusion, unnecessary anxiety, and safeguarding concerns for pupils and families.

We firmly believe that modelling respectful communication helps create the positive, safe, and supportive environment we expect for—and from—our students. Thank you for your continued cooperation and for working in partnership with us as a school community. If you have any questions regarding these expectations, please contact the school office.