

School Communication Policy for Safety and Incident Reporting

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School Communication Policy for Safety and Incident Reporting

Reviewed Date: October 2026

1. Purpose

The purpose of this policy is to ensure effective communication among the school, parents, and relevant authorities regarding safety policies, emergency contacts, and the reporting of incidents. A clear communication strategy promotes transparency, trust, and collective responsibility for student safety.

2. Scope

This policy applies to all staff, parents, and guardians, as well as local authorities interacting with the school.

3. Communication Channels

The following channels will be utilized for communication regarding safety and incident reporting:

- **Email:** Official school emails will be used for announcements, updates on safety policies, and information dissemination.
- **School Website:** The school will maintain a dedicated section for safety policies, emergency procedures, and contact information for parents.
- **Parent-Teacher Meetings:** Regular meetings will be scheduled to discuss safety policies and updates.
- **Newsletters:** Monthly newsletters will include a section dedicated to safety updates and reminders.
- **Social Media:** The school may use official social media platforms to communicate urgent updates and safety reminders.
- **Emergency Notification System:** An automated messaging system will be in place to alert parents and guardians in case of emergencies or safety incidents.



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4. Responsibilities of the School

The school will:

- Ensure that all safety policies are clearly communicated to parents and guardians during orientation and through ongoing communications.
- Provide training to staff on effective communication strategies regarding safety issues and incident reporting.
- Designate a Safety Coordinator responsible for overseeing communication related to safety matters and incident reports.
- Develop and maintain an online platform for parents to access current safety policies and report incidents confidentially.

5. Responsibilities of Parents and Guardians

Parents and guardians are encouraged to:

- Keep their contact information updated with the school to ensure they receive timely communications.
- Actively participate in safety training sessions and parent-teacher meetings.
- Report any concerns regarding safety or incidents directly to the school via the designated communication channels.
- Encourage open dialogue with their children regarding safety at school and home.

6. Incident Reporting Procedures

In the event of an incident, the following procedure should be followed:

6.1. Immediate Reporting:

Staff should report any incident concerning student safety to the Safety Coordinator immediately.

6.2. Documentation:

The Safety Coordinator will document the incident and the actions taken in response.



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6.3. Notification:

6.3 Parent/Guardian Notification

The school shall communicate with parents or guardians regarding incidents affecting their child as soon as reasonably practicable, taking into account the seriousness of the incident, the child's immediate safety and welfare, applicable Ministry and legal requirements, and any directions from competent authorities.

The Principal or Designated Safeguarding Lead (DSL), or an authorised representative acting under their direction, shall determine the appropriate timing, method and content of the communication.

Where parent/guardian contact may increase risk to the student, compromise a safeguarding response, involve an alleged perpetrator, or conflict with an instruction from a competent authority, contact may be deferred. The reason for deferral, the decision-maker and the next review time must be documented in the case record.

Emergency response, internal escalation and any mandatory external notification must not be delayed while parent communication is being considered.

All communication must protect student confidentiality and the rights and safety of other individuals involved.

6.4. Follow-Up Communication:

The school will provide further updates as necessary concerning the incident and any changes to safety policies or procedures.

6.5. Collaboration with Authorities:

If applicable, the school will coordinate with local authorities for incident investigation and resolution.

7. Review and Evaluation

This policy will be reviewed annually to ensure its effectiveness and relevance. Feedback from parents, staff, and authorities will be considered during the evaluation process.



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8. Conclusion

This policy underscores the commitment of New Horizon School to maintain a safe and secure environment for all students and to foster open communication channels among schools, parents, and authorities regarding safety matters.

Approved by:

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