

Greenshaw Learning Trust **Communications Policy**

Policy Title	Greenshaw Learning Trust Communications Policy	
Category	Trust Policy	
Responsible Officer	GLT CEO	
Approved on	February 2026	
Minor technical or operational updates made		
Review Cycle and next approval date	3-year cycle February 2029	
Monitoring arrangements	This policy will be reviewed every 3 years, or sooner if required by statutory guidance updates. The implementation of this policy will be reviewed annually by the Headteacher.	
Associated Policies Internal Policy Library Published GLT Policies <i>For school policies please visit the school website</i>	● GLT Trust Complaints Procedure, ● School Complaints Procedures, ● GLT Data Protection Policy, GLT Information, Data and Cyber Security Policy and Procedures, ● GLT Freedom of Information Policy and Procedures, GLT Whistleblowing Policy, ● GLT Safeguarding Policy, ● Admissions Appeals Procedure, ● Suspension & Exclusion Procedure, Trust Internal Grievance Procedures, ● Trust Staff Disciplinary Procedures, ● Trustee Disciplinary Procedures, ● GLT Policy Schedule, ● GLT/School Publication Scheme	
This Policy is based on or takes into account the following legislation and guidance	● DfE Guidance, ● Freedom of Information Act 2000, ● Data Protection Act 2018 ● Academy Trust Handbook, ● Equality Act 2010, ● School Admissions Code	

Greenshaw Learning Trust Communications Policy

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Scope & Applicability

- It is the responsibility of the Headteacher of each school, and the GLT CEO for the Trust Shared Service, to ensure that their school/service and its staff follow this Policy and all Policies and Procedures across the Trust.
- If there is any question or doubt about the interpretation or implementation of this Policy, the 'Responsible Officer' or the GLT CEO should be consulted.
- Unless otherwise stated, all Policies apply to all schools within the Trust, all Trust employees (including temporary and agency staff), all pupils, all Governance Colleagues, all volunteers, and all visitors and contractors
- **This is a Trust Policy.** The GLT Board of Trustees has approved a set of Trust-wide policies and procedures. A Trust-wide policy/procedure is a single policy/procedure that must be followed by all schools and services in the Trust.

Terminology

- The Trust means the Greenshaw Learning Trust (GLT).
- School means a school or academy within the Greenshaw Learning Trust.
- Headteacher means the headteacher, executive headteacher or principal of the school/academy.
- CEO means the chief executive officer of the Greenshaw Learning Trust.
- Trust Shared Service means the services, functions and staff of the Trust that are not contained within a school budget and/or are not the responsibility of a school Headteacher. With respect to the Trust Shared Service, references in this Policy to the responsibilities of the Headteacher should be read as the GLT CEO.
- Governance Colleague means a Trustee or Community Governance Committee member.
- Responsible Officer means the member of the Director Team to which responsibility for the management of the policy, procedure or statement has been delegated by the Board of Trustees
- Policy or Policies should be read as including any procedures, reports, templates, models, statements and schedules etc. as specified in the GLT Policy Schedule. Categories of Policy are defined in 'Scope and Applicability'

Introduction And Policy Statement

The Greenshaw Learning Trust (GLT) is dedicated to clear, transparent, and accurate communication across all academies within the Trust and the Trust Shared Service. This policy sets out a standardised framework for managing internal and external communications, ensuring that all information shared is legally compliant, protects the reputation of the Trust, and serves the best interests of our school communities.

By defining consistent protocols for complaints management, data protection, freedom of information requests, whistleblowing, and online presence, this policy ensures high standards of accountability. It ensures a cohesive approach to engagement with parents, regulators, partners, and the public across all GLT operations.

Roles And Responsibilities

- **Board of Trustees:** Holds ultimate accountability for policy approval, strategic oversight, and central governance; reviews complaints concerning the central Trust, executive officers, or Trustees.
- **GLT CEO:** Responsible for the overall maintenance, interpretation, and implementation of this policy; provides directive guidance to school leadership and the Trust Shared Service; retains sole authority to authorize external communications or statements made on behalf of the Trust.
- **Headteacher:** Responsible for ensuring their specific school and its entire staff body adhere strictly to this policy and implement any direct advice or instructions issued by the GLT CEO or Board of Trustees. Responsible for maintaining the compliance of the school website, ensuring accurate written tracking of all formal complaints, and designating a specific staff member as the school's Complaints Contact.
- **Trust Shared Service:** Responsible for supporting schools with centralized operations, directly maintaining statutory and legal elements of school websites, and handling central service complaints under the direction of the GLT CEO.
- **All Staff, Trustees:** Required to fully comply with this policy, uphold strict confidentiality regarding internal tracking and legal requests, and refrain from representing themselves as spokespersons for the Trust without explicit authorization.

Associated Policies and procedures

The following Trust policies and their associated procedures are an integral part of this GLT Communications Policy:

Complaints Policy

When responding to concerns or complaints, each school in the Trust and the Trust Shared Service will follow the GLT or School Complaints Policy as appropriate, as agreed by the Board of Trustees.

The Trust will deal with complaints from parents/carers of pupils at its schools in accordance with DfE guidance, and will seek a resolution that is satisfactory to all involved.

The Trust will handle complaints from people who are not parents of children at its schools respectfully and expediently, and as far as is appropriate in line with the school/GLT Complaints Procedure, except that for such complaints the Trust reserves the right to amend the Procedure and omit a hearing before a panel with an independent member.

Complaints about a school in the Trust should be taken up with the school by contacting the school, and will be dealt with through the school's published Complaints Procedure that can be found on the school's website.

Complaints about the Greenshaw Learning Trust as a whole, the Trust Shared Service, an executive officer of the Trust or a Governance Colleague will be dealt with through the GLT Complaints Procedure that can be found on the Trust website.

Exceptions to the Complaints procedure

Certain matters are dealt with under separate procedures, and not through the School or GLT Complaints Procedure (information on these policies and procedures can be found on the Trust website or by contacting the Trust or school):

- Complaints about child protection matters are handled under the Safeguarding Policy procedures and in accordance with relevant statutory guidance.
- Complaints about the administration of the appeals process for admissions to schools within the Trust are dealt with through the Admissions Appeals Procedure.
- Representations against a pupil's suspension or exclusion from school are dealt with under the Suspension & Exclusion Procedure and the relevant statutory guidance.
- Complaints from Trust staff will be dealt with under the Trust's internal grievance procedures.
- Complaints about the conduct of Trust staff will be considered under the Trust's staff disciplinary procedures. Complainants will not be informed of any disciplinary action taken against a staff member as a result of a complaint, but will be notified that the matter is being addressed and allowed to progress their complaint through the school's complaints procedure.
- Complaints about the conduct of Trustees or [HIGHLIGHT: governors] or non-Trustee members of Trust Committees will be considered under the Trust's Trustee and [HIGHLIGHT: Governor] disciplinary procedures. Complainants will not be informed of any disciplinary action taken, but will be notified that the matter is being addressed and allowed to progress their complaint through the school's complaint procedure.
- The Trust also has a Whistleblowing Policy for all members of Trust staff, contractors, Trustees and [HIGHLIGHT: governors].
- Concerns about statutory assessments of special educational needs should be raised directly with the relevant local authority.
- School pupils who have comments or complaints should in the first instance take them up through their school, rather than through the Complaints Procedure.
- Complaints about third-party users of school/Trust premises or facilities should be taken up with the third party directly, and not through the school/Trust Complaints Procedure. The Headteacher/GLT CEO must ensure that any third party user of their school's/Trust premises or facilities has a published complaints procedure.

The Complaints Procedure

Each school in the Trust and the Trust Shared Service must follow the common GLT Complaints Procedure as approved by the Board of Trustees.

The Complaints Procedure will include:

- An informal stage that seeks to resolve the matter through discussion with appropriate school/Trust staff.
- A formal complaint stage where a complaint, that has not been resolved by the informal stage, may be made in writing to the Headteacher of the school/GLT CEO.
- A hearing before a complaints panel, if the complainant is not satisfied with the response from the formal stage.

If after it having been dealt with in accordance with the Complaints Procedure the complainant does not feel the matter has been resolved they may then make a complaint to the Department of Education.

The complaints panel may make findings and recommendations to the Headteacher or GLT CEO and/or Governance Colleagues; a copy of those findings and recommendations will be provided to the complainant and, where relevant, the person complained about; and made available for inspection on the school and/or Trust premises by the Headteacher or GLT CEO.

The Headteacher/GLT CEO must keep a written record of all complaints to their School/the Trust as a whole or the Trust Shared Service, and whether they are resolved following a formal procedure, or proceed to a panel hearing; and the action taken by the school/Trust as a result of those complaints (regardless of whether they are upheld).

All correspondence, statements and records relating to individual complaints must be kept confidential, except where the Secretary of State or a body conducting an inspection under section 109 of the 2008 Act requests access to them, and retained in line with the GLT Information, Data and Cyber Security Policy and Procedures and Part 7 of the Education (Independent School Standards) Regulations 2014.

Each Headteacher, and the GLT CEO for the Trust Shared Service, will appoint a named member of staff as Complaints Contact; to be inserted into the school/Trust copy of the GLT Complaints Procedure that will be published on the school/Trust website.

Associated Procedures:

- GLT Trust Complaints Procedure.
- School Complaints Procedures.

Information, Data and Cyber Security Policy and Procedure

The Greenshaw Learning Trust is the 'data controller' in terms of the Data Protection Act 2018, and is thereby required to ensure that the Trust and the schools within it comply with the Act.

The Trust and all schools within it will abide by the GLT Data Protection Policy (as approved by the Board of Trustees, 16.12.22).

The Trust and all schools within it will abide by the GLT Information, Data and Cyber Security Policy and Procedures, as approved by the Board of Trustees.

The GLT Data Protection Officer is: SchoolPro TLC

- Email: DPO@schoolpro.uk
- Address: Commercial House, 2 Abbeymead Avenue, Abbeymead, Gloucester GL4 5UA
- Telephone: 01452 947633
- Lead Contact: Ben Craig

Freedom of Information Policy and Procedures

The Greenshaw Learning Trust is the 'public authority' under the terms of the Freedom of Information Act 2000 and is thereby subject to the Act and responsible for the information held by the Trust and by the academies within the Trust.

The Trust and all the schools within the Trust will abide by the GLT Freedom of Information Policy and Procedures, as agreed by the Board of Trustees.

The Trust and the schools within the Trust will make information available to the public as part of their normal business activities. The Trust will endeavour to make the maximum amount of information readily available at minimum inconvenience and cost to the public; if charges have to be made they will be justified and transparent and kept to a minimum.

The Trust and the schools within the Trust will each adopt and follow their own Publication Scheme, in accordance with the Trust Freedom of Information Policy, the Act and guidance issued by the Department for Education and the Information Commissioner.

Whistleblowing Policy

The Greenshaw Learning Trust Whistleblowing Policy provides a procedure for members of staff, volunteers and Governance Colleagues to raise any concerns they may have about the Trust's work, such as malpractice or wrongdoing.

The Trust and all the schools within the Trust will follow the GLT Whistleblowing Policy.

Provision of information online

The Greenshaw Learning Trust is required to ensure that certain information about the Trust as a whole and individual schools within the Trust is made available online.

The Trust and all the schools within the Trust will abide by the GLT/School Publication Scheme for the provision of information online.

External communications

To manage the image of and to protect the reputation of the Trust and the schools within it, the Trust executive and Board of Trustees will need to be able to monitor and in some cases approve communications from schools directed to external organisations, partners and the media.

The schools in the Trust, their staff and Governance Colleagues, must not speak, or give the impression that they speak, on behalf of the Trust without the specific authorisation of the GLT CEO; and must not make any statement that is likely to damage or brings into disrepute the Trust or the schools within it.

School Websites

It is the responsibility of each Headteacher to maintain their school website to ensure it meets all the following requirements, including but not limited to:

- Publication requirements of the Trust, including those in the GLT Policy Schedule.
- Statutory publication requirements of the DfE and Academy Trust Handbook.
- Accessibility requirements which are considered reasonable adjustments under the Equality Act 2010.
- The School Admissions Code.

Teams within the Trust Shared Service support this requirement by updating the following statutory pages of each school website on behalf of the school:

- Policies and Statutory Information
- Admissions
- Governance
- Data Protection

Each Headteacher should name a member of staff in their school who is responsible for liaising with shared service colleagues and for maintenance of other areas of the school website.

To allow the Trust Shared Service to support website maintenance and ensure compliance with this policy all GLT School websites will be hosted by Juniper Education (E 4 Education). GLT Schools and new schools joining GLT will be supported where transition is required.