

Learn to Shine Education Ltd

Parent & Student Communications Policy

1. Policy Statement

At Learn to Shine Education Ltd (LTS), we value clear, respectful, and timely communication between our staff, students, and families. This policy outlines how we communicate, handle concerns, and maintain professional boundaries to ensure the best outcomes for learners.

2. Scope

This policy applies to all communication between parents, students, staff, and the Learn to Shine Education Ltd administration team.

3. Communication Principles

We are committed to:

- Open, two-way communication with families.
- Responding to messages in a timely and professional manner.
- Ensuring communication methods are accessible and appropriate.
- Respecting the privacy and time of both staff and families.

We encourage positive relationships built on mutual respect, clarity, and a shared focus on student progress.

4. Methods of Communication

Primary Contact:

- customerservice@learntoshine.co.uk
- hello@learntoshine.co.uk
- katie@learntoshine.co.uk

Additional methods of communication may include:

- Email or messaging platforms linked to our Google Drive or WhatsApp.
- Urgent messages or reminders by text where appropriate.
- Session links and calendar invites shared via Google Calendar or another agreed method as appropriate and by prior agreement.

- Telephone calls arranged by appointment.

5. Communication Boundaries

To ensure respectful and effective communication:

- Staff are not expected to reply to, or send messages, outside of their working hours.
- Staff work various days and hours between 8:00am and 10:00pm.
- Families should avoid contacting staff directly via social media, and vice versa.
- All safeguarding concerns must be raised with the Designated Safeguarding Lead (DSL) and not discussed solely with staff.
- Inappropriate, aggressive, or persistent messaging may result in restricted communication routes.

6. Feedback and Resolution Procedures

We welcome constructive feedback to help us improve.

- Informal feedback can be shared directly with staff or emailed to customerservice@learntoshine.co.uk using the subject line:

"Feedback & Resolution – [Student Name]"

- Staff will pass on praise or concerns to the senior team where appropriate.

For more formal matters, please follow the complaints process below.

7. Complaints Process

If you are dissatisfied with any part of your experience, we will work with you to resolve it quickly and fairly.

Stage 1 – Informal Resolution

- Raise your concern with staff (where appropriate) or email customerservice@learntoshine.co.uk using the subject line:

"Complaint – [Student Name]"

- We aim to respond within three working days.

Stage 2 – Formal Complaint

- If unresolved, email your complaint to the Director, including full details and any supporting evidence.



- A response will be provided within 14 working days, together with a proposed resolution.

Stage 3 – Review

- If you remain dissatisfied, your complaint may be reviewed by an external adviser.
- This stage will only be used in exceptional circumstances and the decision will be final.

All complaints are treated seriously and confidentially.

8. Expectations of Parents and Students

We ask families to:

- Keep us informed of any changes to availability, contact information, or student needs.
- Share relevant feedback or concerns early so they can be addressed promptly.
- Support their child's learning outside of sessions where possible.
- Communicate respectfully with all staff.

9. Staff Responsibilities

Staff are expected to:

- Provide clear session summaries or feedback where appropriate.
- Communicate respectfully and professionally at all times.
- Refer any unresolved issues to the management team promptly.
- Keep their calendar schedules accurate and up to date.

This policy is reviewed annually to ensure it reflects best practice and supports the ongoing success of our learners.

Next Review Date: August 2026

Reviewed by: Katie McDonough

