

PARENTS CONTACTING SCHOOL
Who to contact for general enquiries;

- Every Day Issue - Form Tutor
- Persistent / Serious Issue - Year Leader
- Safeguarding Concern - Designated Safeguarding Officer
- Absence - Attendance / Main Office
- Information regarding a specific subject / lesson - Classroom Teacher / Head of Department

If you are unsure, then please contact reception.

CONTACTING THE HEADTEACHER

Only where absolutely necessary will the Headteacher become directly involved in queries. However, the Headteacher is kept updated of all matters affecting students within the academy.

PARENTS CONTACTING SCHOOL
Progression of queries

When contacting the school with a query, depending on its seriousness and nature of the complaint, the query will progress along the following route;

Year Leader or Head of Department > Assistant Head. Deputy Head > Associate Head > Headteacher.

Text Messages

Please note that our main form of day to day communication is via text message.

Please note - it is not possible for parents to respond to text messages.

School Payments

- Lunch payments and trip payments can be made via the School Gateway system.
- This may take up to 5 days to be credited to the account.
- Please wait until a trip 'goes live' before making a payment.

SCHOOL CONTACTING GROUPS OF PARENTS

This applies to communication that is sent to a whole Form / Year Group / School etc (where the information is not sensitive).

- Letter sent home via student.
- A text will be sent home.
- The letter will be posted on the website under the 'Letters' section.
- Additional copies will also be available from the main office in school.

METHODS OF COMMUNICATION
(School contacting home)

- Student planner
- Reports (3x per year)
- School website, termly Newsletter, letters posted home
- Letter sent via student
- Text Message
- Phone call home
- Message in Planner

ADDITIONAL METHODS
Twitter & Website

SCHOOL CONTACTING INDIVIDUAL PARENTS

The school will contact parents individually by phone or text for the reasons listed below.

- If your child is late.
- If your child is absent and the school has not been notified.
- If your child is unwell.
- If we have a concern about your child's behaviour or welfare.
- If your child has been referred to Connect.
- If your child has been given a fixed period in our Internal Exclusion Unit.
- If your child has been given a Fixed Term Exclusion.

