

## Communication in our Academy Community 2023 -24

It can be difficult at times to know who you should contact in school regarding different issues. Highlighted below are key staff to help and support you with any query.

### What we both can expect?

- Polite and Courteous
- A private conversation where necessary
- Time to put things right/in place
- Follow the systems that are in place
- Supportive of one another
- Communicate any changes to circumstance

**Please allow a maximum of 48hrs for a member of staff to respond, however we will endeavour this to be as soon as possible and where possible, within 24hrs.**

#### The Office

- Reporting Absence.
- Change of phone numbers, address etc.
- Money Payments such as dinner, trips etc.
- Repeat letters.
- Special Leave forms.

#### Mrs D Hudson (Assistant Principal and SENCO)

- Any concerns or advice for SEND

#### Mrs Bonsall and Miss Begum (Attendance team)

- Any issues with attendance.

#### Miss Vickers, Miss Singleton and Mr Haynes (Inclusion Team)

- Issues within the family that may affect your child's education, for example housing, separation, social care etc.
- Attendance issues.
- Safeguarding concerns or queries.
- Circumstances that affect your child's well-being.

#### Class Teacher

- Progress
- Class work
- General concerns
- Friendship
- Transition
- Dietary issues
- Behaviour issues
- SEND

#### Phase Leaders

- For Early Years – Mrs Nutt (Assistant Principal)
- Yrs 1 & 2 – Mrs Nutt (Assistant Principal)
- For Yrs 3, 4 – Mr Walsh (Assistant Principal)
- For Yrs 5 & 6 – Mr Walsh (Assistant Principal)

If you feel you need to escalate issues after raising with class teacher

**Deputy Principal** – Mr D Gormal (SLT Behaviour lead)

**Principal** – Mrs N Smith

Spoken with the Phase Leader and you feel the issue remains or need to escalate an issue immediately.