

Communication in our Academy Community 2024-2025

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 M Nutt (Assistant Principal and SENCO)

- Any concerns or advice for SEND

Attendance team – Mr Samuel

- Any issues with attendance.

Miss Vickers, Miss Singleton and Miss Woods (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 – Miss Holmes (EYFS Lead)
- Yrs 1 & 2 – Miss Sorour (KS1 Leader)
- For KS2 – Mr Simon (KS2 and Behaviour Leader)

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

Head of School – Mr J Walsh

Executive Principal – Mrs N Smith

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