



Sutton Community Academy

Communications Policy

2019-2020

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Overview

It is very important to us that we work closely in partnership with parents and carers, and communication between home and the academy is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

Contacting the Academy

Student diary

Communication by telephone or student diary are the preferred method:

- Notes in student diaries are by far the best way to get a message to a teacher promptly and should be used for the majority of everyday communication.
- The student is responsible for showing the note to the correct teacher. This is the best way to ask them to contact you if you require a more detailed conversation.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. Staff will respond to queries within two working days. Part time staff may take longer to reply.

Telephone

Please use the main reception number to leave a message for a teacher to contact you:

- Reception staff will relay messages to the appropriate staff member.
- If a call is deemed to be urgent, the receptionist will attempt to find a member of staff to speak to you.
- We will respond to you within two working days, if not the same day.
- Please note lessons will never be interrupted for teachers to take calls.

Email

Please do not use staff email addresses if you need to contact staff directly. Initially contact the academy reception who will contact the teacher on your behalf. If the teacher shares their email address and requests this method of contact in the future then at that point you may contact them directly.

Meetings

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them.

- In the first instance, please telephone the reception so that the receptionist can then contact the appropriate member of staff. At the academy we would expect the receptionist will consider the most suitable person to inform, usually in the following order:
 - 1) Form Tutor or Classroom Teacher
 - 2) Leader of Learning and Achievement
 - 3) Vice Principal and/or SENCO
 - 4) Principal related to ATT Complaints procedure
- Meetings should always be pre-arranged with members of staff
- If you urgently need to see someone, for instance if there is a serious family emergency or a child protection issue, please phone ahead and the reception staff will do their best to contact a member of staff to see you.
- For non-urgent meetings we will aim to meet with you within five working days of your request. Please note that the staff at the academy will use their discretion to determine the level of urgency in order to enable them to manage multiple demands.

Student's return to the academy

If your son / daughter sustains an injury e.g. a broken ankle or a medical condition where accessing the site poses a risk, or your child has a specific requirement e.g. an allergy, then please contact the receptionist. An appointment will then be made so that a discussion can occur with regards to the appropriate plans to be put in place in preparation for your son / daughter to return to school.

Please know that our **staff are always here to help you and have the right to be treated with dignity and respect**. Threatening behaviour will not be tolerated and will result in the person being asked to leave the site.

Contacting You

We will contact you using the most appropriate means. Channels of communication include telephone, letter and text.

We also use our academy website and Facebook page to promote student achievements, subject information and general educational information.

No Response

Communication with parents and carers is important to us. If you have not received a response from the academy within two working days please contact us by emailing academy.office@suttonacademy.atrust.org.uk and we will follow up your enquiry.

Conclusion

We do understand the importance of working in partnership with our parent/carers. Please give us the opportunity to resolve any concerns regarding your child. The contact details for the academy are 01623-980055.