



January 2024

Dear Parent / Carer,

## Communication Policy

We believe that clear, open communication between the Academy and parents/carers has a positive impact on students' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the Academy improve, through feedback and consultation with parents/carers
- Builds trust between home and the Academy, which helps the Academy better support each child's educational and pastoral needs

With this in mind we have developed a communication policy with the aim of promoting clear and open communication by:

- Explaining how the Academy communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of Academy staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

A copy of this policy can be located on the Academy website, under the Useful Documents and Policies section.

Please note, parents or carers will not be allowed onto the Academy site without a pre-arranged appointment with a member of Academy staff or for safeguarding/medical reasons. The Academy gatehouse is notified when this is the case.

Furthermore, all phone calls to the Academy are recorded for monitoring purposes. If a parent or carer has concerns we will always listen to them and seek to address them. However, abusive or threatening behaviour will not be tolerated by any member of staff.

If you have any questions regarding this policy please do not hesitate to contact me at the Academy.

Yours sincerely

*J Chapman*

**Mrs. J Chapman**  
**Deputy Head – Behaviour**

