

Parent/Carer Communication Overview - Parent/Carer Guide

In order to establish effective communication between parents and the academy, it is important to develop a clear method for this to happen.

A 'Parent Contact Information' sheet has been produced that will give parents/carers the most appropriate member of staff to deal with an identified issue or concern.

This overview is provided to give parents/carers clarity over the methods of communication that will be used.

Timescales:

A set of timescales have been established as a guide for when contact will be made following initial contact being made by a parent/carer. Staff at the academy will endeavor to adhere to these timescales but due to operational issues e.g. staff absence, it may not always be possible.

Meetings with Parents/Carers:

All meetings that need to be held with Parents/Carers need to pre-arranged with the member of staff involved. If parents/carers attend main reception and ask to see a member of staff, it may not always be possible for this to happen due to staff teaching or in other meetings.

Meetings will take place in the Main Reception and therefore parents/carers should only come to this area.

Communication Methods:

The academy will use a number of methods in order to communicate with parents/carers:

- Keep Kids Safe This will be used to quickly communicate non-confidential
 information e.g. closures to the academy, letters that are being distributed,
 detentions etc. It is important that the academy has an up to date mobile phone
 number for you to receive this information.
- Website The website is updated on a regular basis and gives a wide range of information for parents/carers. The website can be found at www.ashhillacademy.org.uk
- Letter Letters will be sent out when appropriate. If a letter is sent home with your child, a Keep Kids Safe message will also be sent to inform you of this.
- Other Media In exceptional circumstances other methods of communication may be used including local radio channels. This will only be used when the academy has to close at short notice e.g. snow.
- Surveys These will be conducted throughout the year. Parents will also be asked to complete 'Parent View' as part of this.

Email

You may prefer to make contact via email. If this is the case, all emails should be sent to: info@ashhillacademy.org.uk This email is checked daily and it will be passed on to the appropriate person to deal with the issue/concern. Please be aware that if you require an urgent response, it would be better to contact the academy by phone.

Parent/Carer Conduct:

If a parent/carer shouts, swears, is aggressive or threatening down the phone or in person, the member of staff will terminate the conversation. This will then be followed up by a member of the Academy Leadership Team making contact in order to discuss the concerns/issues being raised.