



20 November 2023

Dear Parent

Communications Policy

As you will be aware, we work hard to communicate with you regularly in relation to academy developments and your child's personal school journey. This is done through a variety of means, including our website, ClassCharts, text messages and direct communication through email. The aim of all of communications is to help support you and your child in achieving the very best they can achieve in partnership with you as parent.

We are a large organisation and we pride ourselves in the service that we provide to parents. As with all large organisations, it is important that we have a clear and effective policy in relation to communication. This is to both help you as parents know what to expect from us and also to help our staff support you and all other parents effectively.

With this in mind, we have now published our Communication Policy, which you can find either attached with this letter or [here](#). This outlines our commitment to you and also outlines what we ask of you in supporting us in meeting the needs of all children. This policy provides a clear structure and process for contacting school. The timelines for response and the ways in which to contact us. This is nicely summarised by the diagram at the end of the document.

We will be sharing this document with staff during the course of the next week and ask that you take time to read this document carefully and follow the guidance in it when contacting school. The approach outlined in this policy will go live as of today's date.

I wish to assure you that this has been developed to help ensure we can support all parents and students and to help give you a clear outline of what to reasonably expect from us. We will, of course, be reviewing this regularly and will provide opportunities for feedback in our annual parent survey in due course.

Many thanks for your ongoing support.

Mike Hardy
Headteacher