

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.

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

Meetings with Parents/Carers:

All meetings that need to be held with Parents/Carers need to be 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.

Communication Methods:

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

- 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.theallsaints.net
- Letter – Letters will be sent out when appropriate.
- Twitter: @RASAcademy.
- 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: parents@theallsaints.net. 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/carers 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.