

## PARENTS CONTACTING SCHOOL

*Who to contact for general enquiries*

- Everyday issue – form tutor
- Persistent/serious issue – year manager
- Detentions – log in to **Classcharts**
- Attendance – **Attendance Improvement Officer**
- Safeguarding Concern – **Designated Senior Safeguarding Officer**
- Medical – **student reception**
- Information regarding a specific subject/lesson – Faculty Leader

## METHODS OF COMMUNICATION

*School contacting home*

- Classcharts
- Student planner
- Weekly E bulletin
- Letters posted home
- Letters sent via student
- Text message
- E mail
- Phone call home
- Website/Facebook/Twitter

## PARENTS CONTACTING SCHOOL

*Progression of queries*

When contacting the school with a query, depending on its seriousness and nature of complaint, the query will progress along the following route.

Form Tutor > Year Manager  
> Faculty Leader > Assistant Principal  
> Vice Principal > Principal

## SCHOOL CONTACTING GROUPS OF PARENTS

*This applies to communication that is sent to a whole form/year group/whole school etc (where the information is not sensitive)*

- Text message
- E mail
- Website
- Letter sent home via student
- Letters posted on the school website
- Additional copies are held in the school office for collection

## Crawshaw Academy Communication Protocol

### CONTACTING THE PRINCIPAL

Only when absolutely necessary will the Principal become directly involved in queries. However, the Principal is kept updated of all matters affecting students in the academy.

## SCHOOL CONTACTING INDIVIDUAL PARENTS

*The school will contact parents individually for the reasons listed below*

- Rewards
- Great attitude to learning
- Outstanding contribution
- Student progress
- Attendance
- Punctuality
- Student wellbeing
- Illness
- Child protection/safeguarding
- Poor behaviour
- Fixed term exclusion

**Year Manager**  
**E mail addresses**

**Academy contact details :**  
**0113 532 3810**  
**info@ca.rklt.co.uk**  
**School hours are 8am to 4pm**