



Stewards Academy



HEADTEACHER'S LETTER

Dear Parent/Carer,

It is with particular pleasure that I write to you in our first newsletter of the academic year, now that all pupils have returned to full-time school.

I have been very impressed with the excellent start that pupils have made. As a community, pupils and staff alike have enjoyed and appreciated experiencing a more 'normal' start to the year, with fewer restrictions and no year group bubbles. While we continue with strong hygiene measures, we hope very much that the year will be less interrupted than the previous two and we will be able to concentrate on '... nurturing, challenging and creating opportunities to grow and learn' as our mission statement says.



Worthy of a particular mention are our Y11 Prefect Team, led by our Student Leadership Team (pictured below), who gave up their time before school began, to train and prepare for supporting pupils on their return to school. Year 7 have made a super start and are now looking very settled and confident as pupils of Stewards Academy.

Open Evening, earlier than usual this year, was a resounding success, with our pupil tour guides once again excelling. I was stopped so many times by our visitors, who wanted to tell me how amazing their tour guide had been. As I always say in my speech: 'Our pupils are our finest ambassadors.' We will also be conducting tours during the day throughout September this year for prospective parents who would like to see the school in action.

We have been particularly pleased with the maturity pupils have shown in relation to the change in our Mobile Phone Policy. The vast majority of pupils have accepted this with good grace and are not using their phones on school site at all throughout the school day. I would like to thank parents for their support in this.

Pupils are wearing their new lanyards with pride, complete with Academy Pass, as professionals of learning; and these are speeding up the queue at lunch and break. Thank you for your support in ensuring your child remembers this each day.

There have been numerous enhancements to the site over the Summer Break including an enhanced CCTV system; a new fire alarm system; additional outside seating; and updates to The Bridge, our student support area. Work has also begun on updating our central heating system, which will be ongoing over the next year or two.

We welcome this year a number of new staff, who are settling in well within the Stewards Family. You will find staffing lists inside this newsletter, which include the responsibilities of each member of staff. If you do need to contact a member of staff, please remember that our preferred method of contact is email and that the email of all staff can be found on the academy website.

I would like to thank you for all your support in ensuring a smooth start to the year. As a parent myself, I know that ensuring your child has full uniform and equipment and gets to school each day is no mean feat after the summer break. We were pleased to see the fully equipped pencil cases at the start of the year. Our first 'Foundation Focus' will be supporting pupils to remain fully equipped as the term goes on; you will find more information on this inside. Also included in this edition is some feedback from our recent visit from Ofsted that took place at the end of last term.

Wishing you and your families well in the months ahead.

Kind regards,

Helen Ginger
Headteacher





Stewards Learner



At the end of each academic year, we always take time to review our practice and reflect on what we might change to enhance the learning experience of pupils. One of the changes we have decided to make this year, is a new enhanced set of Pupil Expectations, which were shared with pupils in their first assemblies. Our new expectations are grouped as: **'Ready, Respectful and Safe'**, and now include new expectations, such as the very simple, but very important: **'Be Kind'**.

As last year, we will take each of our expectations in turn as a **'Foundation Focus'**. This involves clearly communicating our expectations to pupils, including discussing with them why it is important for them to follow this expectation, followed by a strong focus by all staff on improving and maintaining this at a higher level. This was particularly successful last term, when pupils returned after lockdown, so we have decided to continue with this into the year ahead.

Fundamental to the success of improving on our high standards, is the support from you, the parents. We continue to feel very grateful for the support that we have from the parent body. Another important aspect of this strategy is that we explain to pupils that everything we do is designed to be in their best interest and that we are there to support them when they find things tough.

Last term we focused on **'Arrive Punctually'** and **'Wear Perfect Uniform'**. This term we began with our focus on **'No Mobile Phones'**; we have been so impressed with how well pupils have coped with this new expectation. We will now of course have to maintain these high standards across the year and will continue to work with the small minority of pupils who struggle to keep on track, together with the support of their families.













Our next Foundation Focus will be **'Bring your Equipment'**. This an opportune time to ensure that pupils who start the year fully equipped remain so throughout the weeks ahead. We have explained in Community Briefings this week, that being organised and having the right tools are essential for success, so we need to engender these habits in all pupils during their time at Stewards Academy.

We have introduced our **'Diamond 9'** as a way to remind ourselves of the essential equipment that a pupil needs for school. Tutors will be checking equipment regularly and supporting to ensure that their tutees are equipped for the day ahead. From next week, we will be celebrating pupils' success with positive points and the continuation of Hot Chocolate Friday. An **'Equipment Mark'** will also be issued on ClassCharts when pupils are missing an essential item from the 'Diamond 9'; this will allow us to keep track of which pupils need support, with a restorative conversation being conducted in Afternoon Prep after 5 such marks are given.

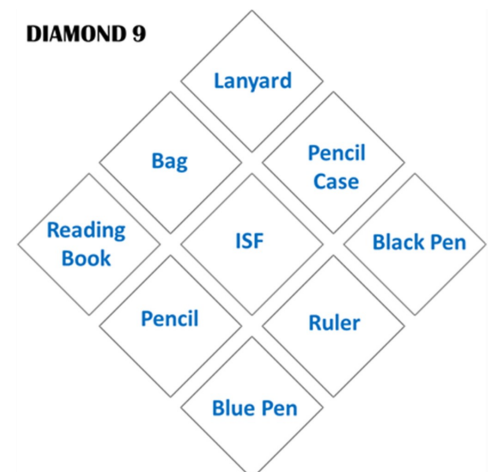
We ask your support as parents in helping your child to check that they have all their equipment ready for the next day and also in reiterating the key messages at home if it is necessary to direct your child to Afternoon Prep for a restorative conversation about organisation.

We recognise that keeping your child in full uniform and fully equipped can sometimes be a financial struggle for families; please do contact your child's PSM if you have any concerns of this nature and we will do our best to help.

I continue to feel very proud of our high standards at Stewards Academy, but I am sure you will agree that we must always strive to reach the next level, and with the support of the parent body, I am confident that we will be able to do so, and pupils will have an enhanced experience at school.

STEWARDS ACADEMY: PUPIL EXPECTATIONS		
READY	RESPECTFUL	SAFE
Arrive Punctually 	Follow Instructions 	Be Kind 
Wear Perfect Uniform 	Listen Attentively 	No Mobile phones 
Bring your Equipment 	Speak Appropriately 	Personal Space 
Remember your homework 	Respect your surroundings 	Talk to Us 

DIAMOND 9



Mrs H Ginger, Headteacher



Ofsted Visit



It may seem some time ago now, but on the penultimate week of last term you will remember that I wrote to you to inform you that two Ofsted Inspectors were in school for a day to visit our academy.

One of the roles of Ofsted is to check on safeguarding arrangements, and although Ofsted were not carrying out inspections in the usual way due to the pandemic, they were charged nonetheless to continue to make safeguarding checks in schools, due to the important nature of this aspect of school responsibility.

Following this visit, I was sent a letter from the lead inspector which arrived this term. I was not permitted to share any details of this with parents or staff until this point.

The letter informed me that the team had found that **'Safeguarding is Effective' at our academy**. I was very pleased, but not surprised, to have an external validation of the effectiveness of our very hard-working and safeguarding and pastoral team, supported by our fully trained staffing body. You can see some further quotes about safeguarding below:

'Your systems for keeping pupils safe are effective. Staff are trained annually on how to keep pupils safe. They receive updated guidance as it becomes relevant. For example, staff had additional training about cyber bullying and domestic violence following the most recent national lockdown. Staff are trained on how to spot the signs of abuse and they know how to report concerns to safeguarding leaders.'

'Pupils are taught about how to keep themselves safe. They have learned, for example, about healthy relationships, drug awareness and the safe use of social media. They know whom to speak to in school if they are worried about something.'

The inspectors also took time to consider the behaviour and attitudes of pupils and concluded that they **'generally behaved well around school'**, while acknowledging that these were not ordinary times, with many pupils and staff having had time at home self-isolating. They recognised that our school, as other schools across the country, had seen some settling in issues after the disruption of the pandemic, but they also commented on the success of our 'Foundation Focus' strategy, which had begun to have an impact. Bullying too was considered and while it was recognised that bullying does occur at times, as in all schools, it was acknowledged that this was not rife.

As is always the case, and rightly so, priorities for further development were included:

- We will be continuing with our Foundation Focuses into this academic year, re-establishing high expectations;
- We will be making sure that pupils always 'talk to us', when there is a problem in line with our new pupil expectation and then ensuring that this is always dealt with effectively.
- We will ensure that all the strong safeguarding work is formally recorded.

Mrs H Ginger, Headteacher

Key Dates

September 2021

Friday 24th September Jenes for Genes Day

Friday 24th September European Day of Languages

October 2020– Black History Month

Friday 1st October INSET Day - School closed to pupils

Monday 18th October VANCOLS school photographs– Year 7, 9, 11

Friday 22nd October Show Racism the Red Card day

Monday 25th - Friday 29th Half Term

The full school calendar can be found on the academy website.



Open Evening



We were absolutely delighted to open our doors once more to visitors on Tuesday evening for our Open Evening.

Unsure at first how many visitors would appear, being so early in the academic year, it was fantastic to see a queue of families snaking into and around the car park! Staff and prefects were on hand throughout the evening to welcome our visitors and talk about why Stewards is an excellent choice for prospective pupils and parents.

Visitors had the opportunity to have a guided tour of the site with one of our Years 8-11 prefects or explore the departments at their own pace. They were also able to listen to talks from Mrs Ginger, Headteacher and Mr Scholtes, Senior Deputy Headteacher, followed by eight of our wonderful students: Head Girl Poppy, our deputies Wahid and Tiffany, Abbie from Year 8 and George, Isabella, Fletcher and Hayden from Year 7. If you were unable to see the speeches, and would like to, these are available on our Your Harlow channel.

Mrs da Vighi, Enrichment Co-Ordinator and Open Evening organiser, said: *"After 18 months of disruption it was absolutely wonderful to host our first highly successful event of the year. It is a huge testament to the work we do at Stewards that over 200 pupils, including our Year 11 Student Leadership Team and a large number of our new Year 7 cohort, helped prefect in the evening. The pupils are an absolute credit to the academy and this has been recognised by the large number of visitors who spoke to members of staff at the end of their evening or have taken the time to email their thanks."*

It was also great to speak with so many prospective pupils and their parents; a number of whom are former Stewards' pupils themselves. There was a lot of reminiscing as they stopped off to look at our special wall of alumni year group photos!"

Following our Open Evening we had many emails from our visitors saying how impressed they had been with the school, but particularly how impressed they had been by their pupil guide. Our pupils are our finest ambassadors and Mrs Ginger took the opportunity in assemblies to thank them wholeheartedly for giving their time to share their experiences at the academy

If you are a prospective parent and would like to tour the academy during the school day, we are hosting tours on Thursday mornings during September. These are at 9.15am and 11am. You can book a place by emailing openday2021@stewardsacademy.org or phone 01279 421951





Following the last two years of the turbulent educational landscape, we have been delighted to hear of some of the further education successes of our 2018 and 2019 cohorts; many of whom are going on to university, further training in their chosen field and employment.

Some of our former pupils that achieved top GCSE grades with us have then gone on to receive top grades at A Level too. Their chosen sixth forms have included the highly successful ones most local to us - Harlow College and St Marks, and those further afield such as Herts and Essex and TBSHS in Bishop's Stortford.

We have alumni from the Class of 2018 reading Aeronautics and Astronautics at Southampton, Mathematics and Economics at Loughborough, and History at York to name a few. Members of the Class of 2019 are also off to various parts of the country including one former pupil heading off to Oxford university to read Law.



"We would love to hear from even more former Stewards pupil that would like to update us on their recent A Level, BTec, vocational or degree results. You can contact Mrs da Vighi (formally Miss Johnson/ DJ) at Alumni@stewardsacademy.org to let us know your news.

Relationships and Sex Education Programme

Our programme for 2021/2022 is based on preparing our pupils to make informed choices that keep them safe and healthy.

	Topics
Key Stage 3	Science: Drugs, Alcohol, Smoking & Healthy Diet Adolescence, Reproductive Systems, Fertilisation, Foetal Development, Menstrual Cycle & Contraception
	PSHCE* Healthy Relationships: Family; Friends; Respect; Personal Space; Self Awareness and sensitivity Healthy Relationships: Sexual Health; Sexuality; FGM; LGBT+ Healthy Relationships: Consent; Contraception; STI; Sexual Health; Sexting; Revenge Porn; Pornography
Key Stage 4	Science: Diet and Disease Sexually Transmitted Diseases, Reproduction and IVF, Contraception
	PSHCE*: Healthy Relationships: Personal Risks; Consent; Controlling Relationships; Ending Relationships; Teenage Pregnancy Assembly: Local Health Provision

*PSHCE is also known as Ethics and Values at Stewards Academy

If you have any questions please feel free to contact me via email: emohamed@stewardsacademy.org

Ms Mohamed, Subject Leader for Ethics and Values



Class Charts




ClassCharts is an online system which teachers use to track achievement and behaviour throughout the school day. We believe in working closely with parents and one of the key benefits of using ClassCharts is that we can securely share your child's achievement and behaviour with you and so keep you up to date in real-time.

If your child is in Year 7, you will have received a letter containing information on how to log on to ClassCharts through a mobile device or desktop as well as a parent/carers code for you. Pupils in other years will have received their ClassCharts code from their tutor.

If you have any issues or questions regarding ClassCharts please feel free to contact the school through our ClassCharts Co-ordinator – Mrs T Root via email - classcharts@stewardsacademy.org.

ParentMail

 Our main method of communicating with parents is ParentMail. If you are not already connected it is vitally important that you provide us with an up to date email address or mobile phone number in order for us to get you connected, so that you do not miss out on any important letters or messages.

ParentPay



For those parents/carers who have not yet registered to use our secure on-line payment provider ParentPay, please contact our Finance Department for more information.

This payment system enables you to securely top up your child's dinner money account and pay for school trips etc, via bank transfer so saving the time and inconvenience of having to write cheques or locate exact money. We now run a cashless system at Stewards and so it is important that you are signed up to ParentPay.

Mrs Avis, School Business Manager

Lunch Overdrafts

Please ensure your child comes to school with either a packed lunch or has enough money in their cashless catering account to buy lunch. Pupils who have genuinely lost or forgotten their lunch money can come to the Academy's Student Services Reception (next to the Attendance Office) to ask for an overdraft on their account. Pupils must repay the overdraft into their account the next working day. Persistent non-payers will not be allowed further overdrafts if money is still owed. Overdrafts are for emergencies only and are not to be used as a means for your child to buy 'extras' at break or lunchtime.

Mrs Avis, School Business Manager

Lost Property



As winter approaches and winter coats come out, please remember to label all items that your child brings into school. If your child does mislay any property this will be held by the Pastoral Support Mentors in the main office, where it can be collected by pupils at break or lunch.

Student Support Services

Pupil Absence and Lateness

The numbers to report pupil absence or lateness are:

01279 772511 OR 01279 421951 (Press Option 1 - Pupil Absence)

Please give your child's name, tutor group and reason for their absence / lateness. Please also follow up any absence with a note on the **first day back** explaining why your child has been absent from school.

Attendance Team



Safeguarding



Safeguarding Information

The safety and wellbeing of our pupils is at the forefront of everything we do here at Stewards Academy. Creating a safe and secure environment, where our pupils enjoy their learning and fulfil their academic and personal potential, is our priority. We also educate our pupils about the wider world, so that they are prepared and equipped to face the challenges that lay beyond the protection of the school environment.

We all know that children are safer when school and families work closely together, and this year, to further support you in keeping your children safe, we're funding access to a parent portal at *National Online Safety*. They offer a range of parents' guides, short courses and online webinars, which we're sure you'll find informative and useful.

Sign up is free at <https://nationalonlinesafety.com/enrol/stewards-academy>

We are also planning to organise some live online safeguarding briefings for parents throughout the year to enhance our strong partnership with parents in keeping children safe. More information to follow soon.

Mrs Ramsey

Designated Safeguarding Lead

Safeguarding Team Contact Information

Safeguarding Lead



Mrs Ramsey
Safeguarding Office
Block 1



Senior Deputy Safeguarding Lead



Mrs Atkinson
The Bridge

If you have any worries about your safety or wellbeing, speak to a member of the Safeguarding team, or to any adult in school.

Safeguarding Officers
PSM Office

**Miss Dangerfield**

**Ms Morley**

**Miss Lucas**

**Mrs Ali**

**Mrs Coulson**

For safeguarding updates and information visit:





At Stewards Academy, Ethics and Values education is a school subject through which pupils develop the knowledge, skills and attributes they need to manage their lives, now and in the future. These skills and attributes help pupils to stay healthy, safe and prepare them for life and work in modern Britain. The subject helps pupils to achieve their academic potential, and leave school equipped with skills they will need throughout later life. Pupils will have a chance to develop their Spiritual, Moral, Social and Cultural understanding.

Through our whole-school approach to Ethics and Values, it is our belief that excellence in these areas will lead to excellence across the curriculum and beyond in later life. Ethics and Values is taught across the school from Year 7 to 11 once a fortnight and follows the PSHE Association targets. Our Ethics and Values curriculum equips pupils with relevant and meaningful content, which is supported through a strong emphasis on emotional literacy, building resilience and nurturing mental and physical health. With an ever-changing society, we can provide our pupils with a strong understanding of the diverse world around them and support them in playing a positive role in contributing to the school and the wider community. Weaving through the heart of our Ethics and Values teaching, is a commitment to enhancing and promoting our core COURAGE Values: Confidence, Opportunity, Unity, Resilience, Appreciation, Generosity and Enjoyment.

Implementation:

Our whole curriculum is shaped by our school vision which aims to enable all pupils, regardless of background, ability, additional needs, to flourish to become the very best version of themselves they can possibly be.

Ethics and Values directs our aim on developing the “whole child” through a spiral curriculum approach to developing knowledge, skills and understanding in all areas covered. Our framework for Ethics and Values embeds the three strands:

- Mental Health and Wellbeing
- Relationships as well as the statutory aspects of the Relationships and Sex Education
- Living in the Wider World

Impact:

Ethics and Values enables our pupils to become healthy, independent, and responsible members of a society. It aims to help them understand how they are developing personally and socially, and tackles many of the moral, social and cultural issues that are part of growing up. We strive to provide our pupils with learning opportunities across and beyond the curriculum, in specific lessons, assemblies, community briefings and other activities that enrich pupils' experiences. It allows pupils to learn about rights and responsibilities and appreciate what it means to be a member of a diverse society. Our pupils are encouraged to develop their sense of self-worth by playing a positive role in contributing to school life and the wider community. At Stewards Academy, we embrace in which Ethics and Values supports many of the principles of safeguarding and its close links to the school's Safeguarding, SMSC and PSHE Policies.

Ethics and Values is central to our curriculum; it helps pupils grow and develop as individuals and as members of families and communities. Through Ethics and Values, pupils will have the knowledge, understanding, skills, attitudes they need to lead confident, healthy, independent lives, and to become informed, active, and responsible citizens. Pupils are encouraged to take part in a wide range of activities and experiences across and beyond the curriculum, contributing fully to the life of their school and communities. They reflect on their experiences and understand how they are developing personally and socially, tackling many of the spiritual, moral, social, and cultural issues that are part of growing up. They learn to understand and respect our common humanity; diversity and differences so that they can go on to form the effective, fulfilling relationships that are an essential part of life and learning.

The personal and social development of pupils underpins our curriculum. Through a carefully planned programme, supported by all who work in or with the school, we want pupils to leave Stewards Academy ready for the transition into Further Education and adult life.

***If you have any concerns or issues you wish to discuss, please contact Ms Mohamed,
Subject lead for Ethics and Values (PSHE).***



Leadership Structure 2020-2021



Headteacher—Mrs Ginger Strategic Leadership and Management (Vision), School Improvement/ School Planning / Monitoring and Evaluation /External liaison and Academy Development/ Recruitment of Teaching Staff Behaviour and Attitudes			
Deputy Leadership Team			
Senior Deputy Headteacher—Mr Scholtes School Organisation, Standards and Enrichment Admissions/Mid-Term Appeals Calendar/School Trips Curriculum and Timetable Parental Engagement and Satisfaction Inclusion and Alternative Provision Phoenix Curriculum KS4 Pastoral		Deputy Headteacher—Mrs O'Sullivan Academic Standards, GDPR and Compliance Assessment, Feedback, Reporting and Examinations Academic Prep School Policies & Website (Classroom) KS3 Pastoral	
Assistant Leadership Team			
Assistant Headteacher Mrs Ramsey Safeguarding Pastoral Standards Attendance Assemblies EMPV/LGBT Pastoral Care Year 9	Assistant Headteacher Mr Perrin Pupil Premium Disadvantaged Pupil Strategy SEND Catch-up Strategy Homework Study Skills Pastoral Care Year 11	Business Manager Mrs Avis Finance Premises Health and Safety HR Legal Recruitment (Associate Staff) ICT Infrastructure	Assistant Headteacher Mrs Goddard Quality of Education Schemes of Learning High Attainers Pastoral Care Year 10
			Assistant Headteacher Mr Laing Behaviour Career Programme ClassCharts Presentation Marketing Pastoral Care Year 8



Teaching Staff



STEWARDS ACADEMY – TEACHING STAFF SEPTEMBER 2021

Staff Code	NAME	POSITION
HG	Mrs Ginger	Headteacher
SA	Ms Amin	Religious Studies
LA	Mrs Annetts	EAL Teacher (p/t) (60%) (Wed / Thu / Fri)
JB	Mrs Bartlett	Pastoral Lead: Standards / Subject Leader for Dance / PE
EKB	Miss Beckett	MFL
JMB	Mr Butler	Head of Technology
AC	Mr Chan	History - Schools Direct
TEC	Ms Chandler	Maths
ALC	Mr Coates	Science
EC	Mrs Corsalini	PE
DD	Mrs da Vighi	LT Support / Drama p/t 70%
ID	Miss Danculea	Geography
ADB	Ms Danler-Baumgartner	MFL
FD	Miss Dickinson	KS3 Geography Co-ordinator
TD	Mr Dickinson	Computer Science
SR	Mrs Doble	Maths
KD	Miss Dorling	English
SD	Mr Dougherty	Subject Leader History
VE	Mrs Edwards	Business Studies
SE	Miss Ellis	Subject Leader Science
EKG	Mrs Gannon	Maths
MLG	Mrs Garay	Foreign Language Assistant and Learning Support Assistant (9.00am – 3.45pm)
MG	Miss Garvin	Subject Leader, Maths
SJG	Mr Ginger	English / Subject Leader English [Mat Cover]
SPG	Mrs Goddard	Assistant Headteacher : Quality of Education / PE / English
JG	Mr Greenaway	SENCO / English
CH	Mr Hawk	History / RS / Humanities Diploma
KH	Miss Hemady	Teacher responsible for Literacy and Presentation, Science
RH	Mr Hewitt	Science - Teach First
PH	Mr Hickman	Subject Leader for Geography
GH	Mr Hughes	Pastoral Lead: Inclusion / PE / Maths / Science
MFJ	Mr Jamal	Maths - Teach First
AK	Ms Khan	English - Teach First
AL	Mr Laing	Assistant Headteacher: Stewards Learner Support / Tech
SPL	Mr Locke	Head of ICT Faculty [Business Studies / Computer Science / Media]
TL	Mrs Long	Food Technology
DMC	Miss McGruddy	Music - Teach First
UM	Mrs Manivchuk	Science
SRM	Ms Marakli	Assistant Subject Leader, Science
HM	Miss Martin	Head of Art and Photography / Teacher responsible for HAPS KS4 [T]
ZSM	Mrs Mason	Vocational /Art
JM	Mr Meehan	History - Teach First
EM	Ms Mohamed	Subject Leader for RS & Ethics & Values/SEP AND Vocational / Science
RN	Mr Nolan	Science
EO	Mr Oranye	Lead Teacher for High Attainers, Maths
COS	Mrs O'Sullivan	Deputy Headteacher: Academic Standards, GDPR and Compliance / English
RMP	Mr Perrin	Assistant Headteacher : SEND, Pupil Premium, Disadvantaged Pupil Strategy
JP	Mr Phipps	Maths
KP	Ms Prior	PE - Schools Direct
DR	Mrs Ramsey	Assistant Headteacher : Safeguarding, Character, Pastoral Standards / English
SMR	Ms Reeves	Subject Leader Music p/t 80%
MR	Mr Rew	Teacher for Enrichment and Engagement in Science
JS	Mr Sanders	Subject Leader PE
MS	Mr Scholtes	Senior Deputy Headteacher : School Organisation/ Art

Teaching Staff

JAS	Miss Sherwin	Subject Leader, MFL
GGS	Miss Smith	MFL
JDS	Miss Spowart	Art
SPS	Mr Springthorpe	English
KS	Miss Stylianou	Technology
JT	Mr Taiwo	Science
TT	Mrs Tant	Maths
KT	Miss Thurley	Head of Drama
PBT	Mis Tovey	Assistant Subject Leader, English [T] / English
CV	Miss Venables	PE / KS3 PE
VV	Ms Vencia	MFL
RV	Mr Vickery	Maths/Intervention
SW	Miss White	English
KW	Mrs Wichowska	EAL
CWH	Miss Wilcox-Hart	English - Teach First
JY	Mr Young	PE

Maternity Leave

ROG	Mrs O'Grady	Subject Leader English
EW	Mrs Woolley	Assistant Subject Leader KS3 Maths & Maths Mastery

Parental Communication Information

How we deal with your concerns

To ensure that your communication or concerns are dealt with by the appropriate member of staff, you will find below specific contact details for each member of staff. Contact with the relevant member of staff may be made by email, telephone, or letter. **Our preferred method is email** as this is the most efficient way of communicating in school.

We will always try to acknowledge your communication within 24 hours, excluding weekends and will respond as soon as possible thereafter. Please note that part-time staff may take longer to respond.

To deal with your concerns personally, if contact is made via email **staff will respond to you by phone call**. We are confident that our current procedures are sufficient and that we can alleviate any concerns you may have. Please be aware, however, that comprehensive solutions often require adequate information to be gathered. This inevitably requires time to gather the necessary statements/paperwork. We would therefore try to dissuade parents from arriving at the school without an appointment as the person they wish to see may be unavailable or may not have the appropriate information to hand.

We would always hope that we would have the opportunity to resolve parental concerns. If, however, having followed each stage of our procedures, you are still not satisfied then please contact the Headteacher in writing. A copy of our Concerns & Complaints Policy is available on our website under School Documents - Policies.

When emailing the school, please provide: your child's name and tutor group; details of your communication or concern; phone contact details and the most convenient time for a phone call

When ringing the school, please:

- Note that in most cases it will not be possible to speak directly with the staff member concerned immediately
- Note that reception staff will email the relevant member of staff on your behalf
- Provide your child's name and tutor group
- Provide details of your communication or concern
- Provide phone contact details and the most convenient time for a phone call

The email addresses of all academy staff can be found on the academy website.