



Stewards Academy 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

Compliments

The acknowledgement and celebration of success undoubtedly plays an important role in the motivation of both staff and students at Stewards Academy. We are grateful for any positive feedback that you may have regarding the work of all members of our school community (students, staff, and support services). Feedback can take many forms: a written letter of thanks (often posted on a staff notice board), an e-mail (circulated electronically to relevant staff), a response in one of our parental surveys (seen by staff and governors) or oral feedback at events or Parent Evenings (passed on via staff briefing).

Achievements

It is always great to hear about your child's achievements out of school. Please keep us informed via email so we can celebrate their achievements with them.