Home-Academy Communication Policy

Policy type	Ormiston SWB Academy
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Approved by	
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1. Introduction and aims

Ormiston SWB Academy believes that clear, open communication between the academy and parents/ carers has a positive impact on students' learning because it;

- Gives parents/carers the information they need to support their child's education
- Helps the academy improve, through feedback and consultation with parents/carers
- Builds trust between home and academy, which helps the academy better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by;

- Explaining how the academy communicates with parents/carers
- Setting clear standards for responding to communication from parents/carers
- Helping parents/carers reach the member of academy staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers

2. Roles and responsibilities

2.1 Principal

The Principal is responsible for;

- Ensuring that communications with parents are effective, timely and appropriate

2.2 Business Manager

The Business Manager is responsible for;

- Regularly reviewing this policy and its implementation

2.3 Staff

All staff are responsible for;

- Responding to communication from parents in line with this policy and the academy's ICT and acceptable usage agreement
- Working with other members of staff to make sure parents receive timely information (if they cannot address a query or send information themselves)

Staff **are not expected to** respond to communications outside of academy hours 08:00-16:00 or their working hours (if they work part-time), or during weekends and academy holidays.

2.4 Parents

Parents are responsible for;

- Ensuring that communication with the academy is respectful
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the academy (such as requests for meetings) in a timely manner
- Checking all communications from the academy

- Ensure the academy is informed of changes to contact details

Any communication that is considered disrespectful, abusive, or threatening will not be tolerated.

3. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in the academy.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Arbor Parent Portal and App

The academy use Arbor to support communication with parents. By signing up to Arbor you will have access to the web-based interface and free mobile App which can be used to;

- Receive academy e-mail, push notifications and text messages
- Top up lunch credit
- Pay for trips and visits
- Report your child's absence

Please contact enquiries@oswba.co.uk for support in setting up your account.

3.2 Email

The Academy also email parents to inform of;

- Upcoming academy events and information
- Scheduled academy closures (for example, for staff training days)
- academy surveys or consultations
- Class activities or teacher requests
- Safeguarding notices

3.3 Text messages

The academy will text parents about;

- Payments
- Short-notice changes to the academy-day
- Emergency Academy closures (for instance, due to bad weather)
- Emergency Safeguarding information

3.4 Academy calendar

The academy website, www.ormistonswbacademy.co.uk includes a full academy calendar for the academic year.

Where possible, the academy try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

3.5 Phone calls

Academy staff may need to make contact by telephone from time to time to discuss your child's performance and wellbeing. Staff aim to make contact at a time that is convenient for parents, on their preferred telephone number.

If staff are unable to make contact they may leave a message for their call to be returned or will try at a more convenient time.

3.6 Letters

The academy may send letters home.

3.7 Reports

Parents receive reports from the academy about their child's learning and progress, including:

- An end-of-year report covering their achievement in each part of the curriculum, how well they are progressing, and their attendance
- Termly progress reports
- A report on the results of public examinations
- Information about vocational qualifications gained (or credits gained towards these)

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress.

3.9 Meetings

The academy hold parents' evening(s) throughout the year. During these meetings, parents can talk with teachers and other staff members about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing and any other area of concern can be raised.

The academy may also contact parents to arrange meetings between parents' evenings if there are concerns about a child.

Parents of students with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

3.10 Academy website

Key information about the academy is posted on our website, www.ormistonswbacademy.co.uk, including;

- Academy times of the day and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Parents should check the website before contacting the academy
- Safeguarding information for parents and students
- SEND information for parents and students

4. How parents and carers can communicate with the Academy

Please use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the academy office number and email address.

4.1 Email

Parents should always email the academy, or the appropriate member of staff, about non-urgent issues in the first instance. A full list of staff contact details can be found on the academy website; www.ormistonswbacademy.co.uk

Academy staff aim to acknowledge all emails within 1 working day and to respond in full (or arrange a meeting or phone call if appropriate) within 3 working days.

For more general enquiries, please e-mail enquiries@oswba.co.uk.

4.2 Phone calls

If you need to speak to a specific member of staff about a **non-urgent** matter, please email the relevant member of staff directly and they contact you within 3 working days.

The academy will not provide a written response to emails that are reasonably believed to have been generated wholly or substantially using AI. Where an email is believed to be AI-generated, or exceeds 200

words, the sender will be invited to attend a meeting with the appropriate member of staff. This will enable the concerns or queries raised to be discussed directly, clearly and constructively.

If this is not possible (due to teaching or other commitments), someone will contact you to schedule a phone call at a convenient time. The academy aims to make sure you have spoken to the appropriate member of staff within 3 working days of your request.

Please only contact the academy reception if your issue/matter is urgent.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues
- Relaying information to a student that cannot be communicated any other way

4.3 Meetings

If you would like to schedule a meeting with a member of staff, please email them directly to book an appointment.

The academy will try to schedule all meetings within 3 working days of the request.

Teachers and support staff are not available for unscheduled appointments between 8:00am and 9:00am or 2:45pm and 3:30pm, as they are required to support the academy's beginning and end-of-day procedures and ensure the safe arrival and departure of students. Parents and carers wishing to speak with a member of staff should contact the academy in advance to arrange a mutually convenient appointment.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the academy.

Parents who need help communicating with the academy can request the following support:

- Guidance when receiving academy announcements and communications
- Interpreters for meetings or phone calls

We can make additional arrangements, if necessary. Please put this in writing to enquiries@oswba.co.uk to request this or by telephone on 01902 493797 FAO: Ms Woodbine.

6. Monitoring and review

The Business Manager monitors the implementation of this policy and will review the policy annually.

Appendix 1: Academy contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email the most appropriate address
- Include your child's full name in the subject line
- Academy staff will try to respond to all emails within 3 working days, unless marked urgent

I have a question about…	Who you need to talk to…
My child's learning/class activities/lessons/homework	Key contacts Directors of Year Year 7 hsira@oswba.co.uk Year 8 aakinbobola@oswba.co.uk Year 9 eburdett@oswba.co.uk Year 10 gwilkhoo@oswba.co.uk Year 11 hglenn@oswba.co.uk Assistant Principal lalexander@oswba.co.uk Sixth Form mrobbins@oswba.co.uk
My child's wellbeing/pastoral support/uniform/lost and found/bullying and behavior	Your child's Head of Year/relevant member of staff; Year 7 jblakeman@oswba.co.uk jmorgan@oswba.co.uk Year 8 spowell@oswba.co.uk Year 9 dbroome@oswba.co.uk Year 10 aquiney@oswba.co.uk Year 11 smeanley@oswba.co.uk Sixth Form kwilliams@oswba.co.uk
To discuss/escalate queries from Director and Head of Year staff **(Please contact Director and Head of Year prior to**	Your child's Assistant Principals; Year 7 jmorgan@oswba.co.uk Year 8-11 swoodbine@oswba.co.uk

contacting Assistant Principals)	Key Stage 5	edutton@oswba.co.uk
To discuss/escalate queries from Assistant Principal **(Please contact Director and Head of Year and Assistant Principals prior to contacting Vice Principal – Pastoral)**	The academy Vice Principal – Pastoral matters; Vice Principal	swoodbine@oswba.co.uk
Safeguarding	All Year Groups	safeguarding@oswba.co.uk
Payments	Our Finance Manager	finance@oswba.co.uk
Academy trips	Trip Co-ordinator	Specifically named staff member when booking a trip/visit
Attendance and absence requests	If you need to report your child's absence, report on Arbor, e-mail attendance@oswba.co.uk or call 01902 493797 and leave a message via the attendance option. If you want to request approval for term-time absence, contact attendance@oswba.co.uk	
Special Educational Needs	SENCO's	sendco@oswba.co.uk
The governing board	Our Clerk to Governors	tpoulton@oswba.co.uk
Catering/meals	Our Catering Manager	jreid@oswba.co.uk
Principal	Principal	dmason@oswba.co.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which is available on our website, www.ormistonswbacademy.co.uk/contact or via the academy Contact Us page. When submitting a complaint, please select 'Complaints' drop-down, providing a clear, concise message (200 words or fewer) outlining the reason for your complaint and the desired response or support you require. This will help ensure your enquiry is directed at the correct member of staff and responded to promptly.

As stated previously, the academy will not provide a written response to e-mails that are reasonably believed to have been generated wholly or substantially using AI. Where an email is believed to be AI-generated, or exceeds 200 words, the sender will be invited to attend a meeting with the appropriate member of staff. This will enable the concerns or queries raised to be discussed directly, clearly and constructively.