



JHU/THO

1st May 2025

Dear Parents/Carers,

In the parent survey there were comments regarding communication with school and this was raised at the full governing board's meeting on 29th April.

I am pleased to share information from the updated email policy with you all. There is a clear flowchart of who to contact for various issues. This flowchart should help you contact the right person at the stage of any concern you may have. You can expect a response within 3 working days. We have also attached a staff list with email addresses to support you in contacting staff.

If there are ever changes to your child's form tutor, pastoral year team or subject teacher the correct information will appear on their ClassCharts timetable along with that member of staff's email address. We hope that this response from school further improves the support we can provide to you and your child.

There will be further actions taken over the next few weeks in response to parental feedback and we will of course update you on the parent governor appointment too.

Yours sincerely,

Ms J Hunter
Headteacher