



PARENTS CONTACTING SCHOOL

Who to contact for general enquiries

- Everyday/persistent/serious issue -Year Tutor
- Safeguarding Concern - Designated Safeguarding Officers
- Absence/Attendance- Attendance Team
- Information regarding a specific subject/ lesson - Head of Department or Director of Faculty/ Year Tutor



TEXT MESSAGES

Our main form of day to day communication is by text message/ MyEd app message

Please note - it is not always possible for parents to respond to text messages



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Progression of queries

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

- ① Year Tutor or Head of Department / Director of Faculty
- ② Vice Principal
- ③ Associate Principal
- ④ Principal



CONTACTING THE PRINCIPAL

The Principal is kept updated of all matters affecting students within the Academy, however the Principal will only become directly involved in queries when absolutely necessary



SCHOOL PAYMENTS

Lunch payments and trip payments can be made via ParentPay

- This may take up to 5 days to be credited to the account
- Please wait until a trip goes live before making a payment



SCHOOL CONTACTING GROUPS OF PARENTS

This applies to information that is sent to a whole Form/ Year Group/School etc where information is not sensitive

- Letter sent home via student
- Letter posted on the website under the Parents section (additional copies also available from Student Services)
- Text sent home/ message via MyEd / email



SCHOOL CONTACTING INDIVIDUAL PARENTS

The school may contact parents individually by phone or text for the reasons listed below:

- If your son/ daughter is late
- If your son/ daughter has been referred to the PSA
- If your son/ daughter is absent and the school has not been notified
- If your son/ daughter has been given a fixed period in our Alternative Learning Centre (bungalow)
- If your son/ daughter is unwell
- If we have a concern about your son/daughter's behaviour or welfare
- If your son/ daughter has been given a Fixed Term Exclusion



METHODS OF COMMUNICATION

(School contacting home)

- Student planner
- Reports (3 a year)
- School website, weekly e-newsletter
- MyEd
- Letter sent via student/ post/ email
- Text message
- Phone call home
- Message in planner



Woodkirk Academy
&
The Sixth Form @ Woodkirk Academy

COMMUNICATION PROTOCOL

