



## 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



## PARENTS CONTACTING SCHOOL

### 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 your son/ daughter has been given a Fixed Term Exclusion
- If we have a concern about your son/daughter's behaviour or welfare



## 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

