

Please understand that teachers will need **up to 4 working days** to respond to communication requests, as schedules are very busy at school and the answer may involve meeting with other teachers who may have valuable input. More complicated issues may take longer to fully and effectively resolve.

Please do not attend school without having previously made an appointment as this can be very difficult to accommodate due to teaching schedules and other meetings before/after school.

You can arrange for an appointment via the main school office.

Reception staff will ask for brief details of the nature of the communication in order to direct you to the most appropriate person.

Any major behavioural concerns or urgent safeguarding issues should be dealt with via a phone call to the main office to ensure a quick and positive outcome if required. Urgent safeguarding concerns can be reported to Family Connect on 01952 385385. The Pastoral Team will endeavour to deal with urgent issues as quickly as possible, within 48 hours. Please note the pastoral office closes at 3.30pm.

The subject areas and point of contact for communication should be as follows:

AREA OF CONCERN	FIRST POINT OF CONTACT
ACADEMIC	Subject Teacher
PASTORAL (low level)	Form Tutor
PASTORAL (medium level)	Pastoral
ADDITIONAL EDUCATIONAL NEEDS	SENCo
ADMINISTRATIVE / FINANCIAL / SIMS Parent Online	School Office

Thank you for your co-operation



## **Communication between Parents and the School**

The focus of communications should be to advance student progress either academically or socially.

Parents can communicate by :

- emailing [enquiries@holytrinity.academy](mailto:enquiries@holytrinity.academy)
- using the 'contact us' form on the website
- calling the main office on 01952 386100
- by writing a note in the student planner

Please do not use systems such as Show My Homework to communicate with staff. Whatever the form of communication, please provide brief details of the nature of the concern.

The school operates a "Zero Tolerance Policy". Whilst we appreciate that parents may be contacting the school regarding a disagreement, it is essential that the matter is dealt with in a professional manner in order to ensure the best outcome for our students. Abuse and rudeness towards staff will not be tolerated.