

4th September 2019

Dear Parent/Carer

Effective communication between school and the home is an important feature in terms of the quality of service a school provides to its parents/carers. I am keen to ensure that, at Ashmole, we strive to maintain the highest quality of service that a school could provide. In an effort to maintain that standard, I have provided below details of who to contact at the school when a parent/carer needs to.

The school has two distinctive structures, both of which are managed by the Leadership Team:

1. The Faculty Structure that manages the school's curriculum and teaching.
2. The Pastoral Structure that manages student welfare and attendance.

The Faculty Structure consists of seven Faculties with each Faculty having smaller departments within it. The Faculty is managed by an Assistant Head Teacher or Deputy Head Teacher.

The Pastoral Structure consists of seven Year Groups, each managed by a member of the Leadership Team. On a more day to day basis, the students are looked after by their Form Tutors. There is also a Learning Mentor attached to the year group, who will deal with student welfare matters as well as a Student Services Co-ordinator who is the point of contact with parents/carers.

If a parent/carer needs to contact the school, in the first instance, the contact will be to the Student Services Co-ordinator who will then liaise with the relevant tutor or subject teacher and make sure that your query has been responded to. Should a need arise requiring the matter to be dealt with by a more senior member of staff, my advice is to contact the relevant Assistant Head Teacher. If matters are such that you are considering contacting me, please contact the link member of the Leadership Team in the first instance, who should be able to resolve matters for you. The attached chart should assist you in identifying who to contact.

The school also has a system for handling matters if things go wrong. If you have tried to contact the school and no-one has got back to you, please contact Mrs MacKay-Lear, PA to the Head Teacher, who will ensure that your issue is dealt with effectively. If you are dissatisfied with something at the school and wish to make a complaint, the first point of contact will be the Leadership Team member. Ultimately, if matters are not resolved, please bring the complaint to my notice, so that I can personally deal with the issue. Finally, the school has an Associate Head Teacher, Mr Sullivan, who is the acting Head Teacher in my absence. There are three Deputy Head Teachers. Miss Hart for Training & Staff Development, Mr Dhinsa for Curriculum, Behaviour & Educational Standards and Mr El Sayed for Sixth Form and Curriculum.

If you wish to contact the school by email, please send it to staff@ashmoleacademy.org, marking it for the attention of the relevant member of staff and clearly stating your child's name and form. We prefer you to send us emails rather than to telephone. It eases pressure on our phones and lets us direct your enquiry to the right member of staff.

I trust that with this knowledge, your experience of Ashmole Academy will continue to be of the highest standard.

Yours faithfully



Mr D Brown
Head Teacher