



2nd September 2022

Dear Parents/Carers

As we begin a new school year, I feel it is an appropriate time to remind parents how to contact members of staff at the school. Timely and comprehensive communication is the key to creating a trusting community and this is something I intend to continue to improve upon moving forward. Too often in life issues are exacerbated when they are not discussed and considered early enough.

Communication Channels for the School:

- General Enquires: office@ashmoleacademy.org
- Emails for the attention of specific staff members: staff@ashmoleacademy.org
 1. In the first instance, contact should be directed to the **Student Services Co-ordinator** via staff@ashmoleacademy.org who will then liaise with the relevant tutor or subject teacher and make sure that your query has been responded to.
 2. Should a need arise requiring the matter to be dealt with by a more senior member of staff, please contact the relevant **Senior Assistant Head Teacher or Assistant Head Teacher** via staff@ashmoleacademy.org
 3. 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.
- *Please mark any email for the attention of the relevant member of staff, clearly stating your child's name and form.*
- *We prefer you to send us emails rather than to telephone. It eases pressure on our telephones and lets us direct your enquiry to the right member of staff.*

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 Executive 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. There are three Deputy Head Teachers: Mr Dhinsa for Pastoral and Behaviour, Mr El Sayed for Teaching & Learning and Sixth Form and Mrs McLaren for Safeguarding, Inclusion and Standards.

I hope you and your families are safe and well.

Keep in touch.

Yours faithfully



Mr T Sullivan
Executive Head Teacher

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