

Communication to and from the school



Alsop High School

Communication is important to us and we want to ensure that it is strong and effective between parents* and our school.

*The term parent includes any person or body with parental responsibility, such as a foster parent, carer, guardian or local authority.

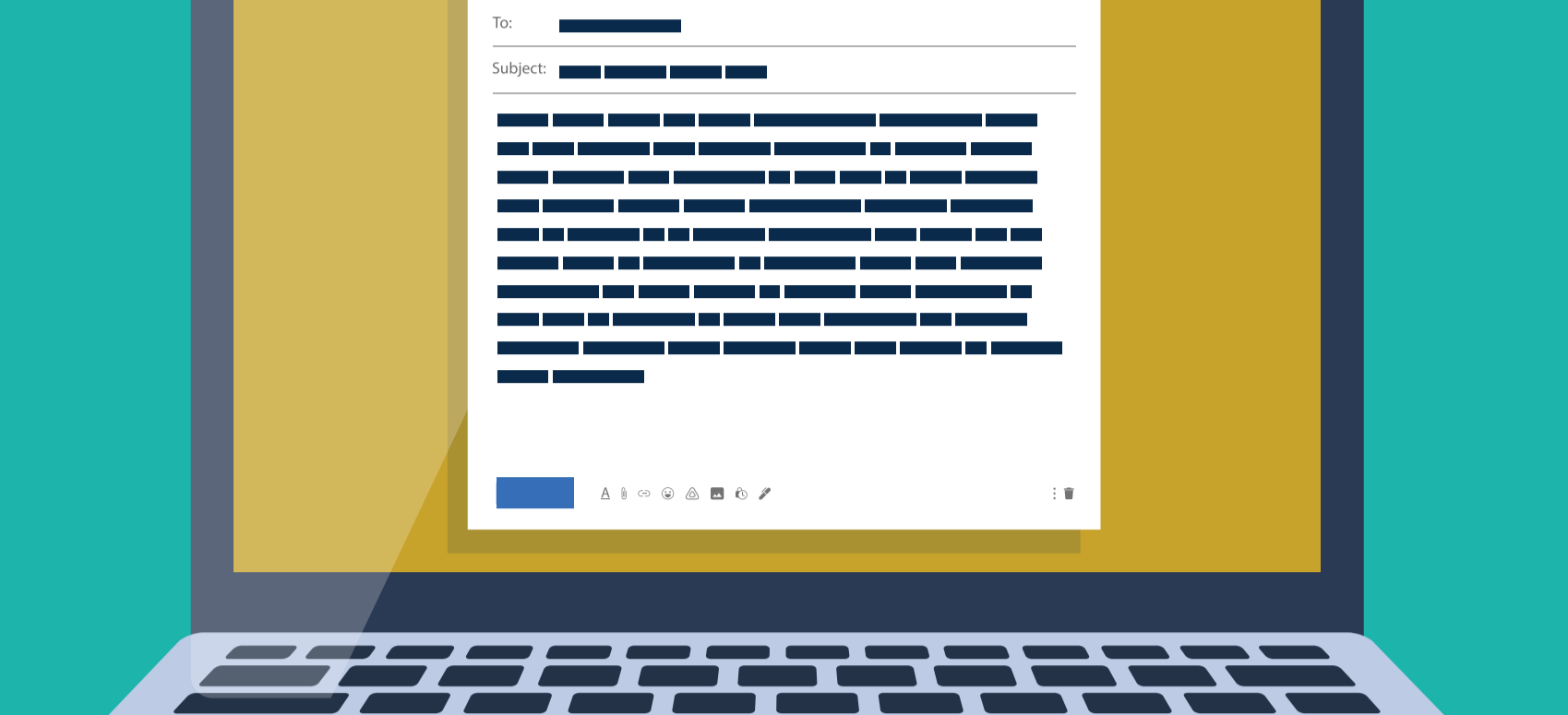
Phone Calls

Our reception team will answer your call during school hours.

Lines are open between 8:00am and 4:00pm.



To: office@alsophigh.org.uk



Emails

Our aim is to respond to all emails within 48 hours on school days. Emails received after 4:00pm will be classed as received the following day.

However, during busy periods, it may take a little longer. In the unlikely case that you haven't received a response within five school days, please send a follow up email.

Bromcom

This is where you receive school letters, updates and messages. Through the Bromcom App (MyChildAtSchool) you will be able to track your child's attendance, any positive or negative behaviour actions and any homework set. You can also contact us directly through the messenger.

We aim to respond to in-app messages within 48 working hours.



Name: John

Email: john@gmail.com

Message:

I give permission for my child to go on the trip

Submit



Social Media

We use our social media channels to let you know what is going on in our school to remind you of key events and to celebrate the successes of our students.

We do not use our social media channels to respond to requests, comments or private messages and any enquiry should be emailed directly.

We encourage you to follow us on our social media channels.

- @AlsopHighSchool
- @AlsopHighSchool
- @AlsopHighSchool



Meeting Requests

We understand that there will be times when you may wish to meet with a member of staff to discuss your child or any concerns you may have. It is not advisable to arrive at school without a pre-scheduled meeting as it is unlikely the member of staff will be available at that time. Please contact the school office first to ensure that an appropriate meeting can be scheduled.

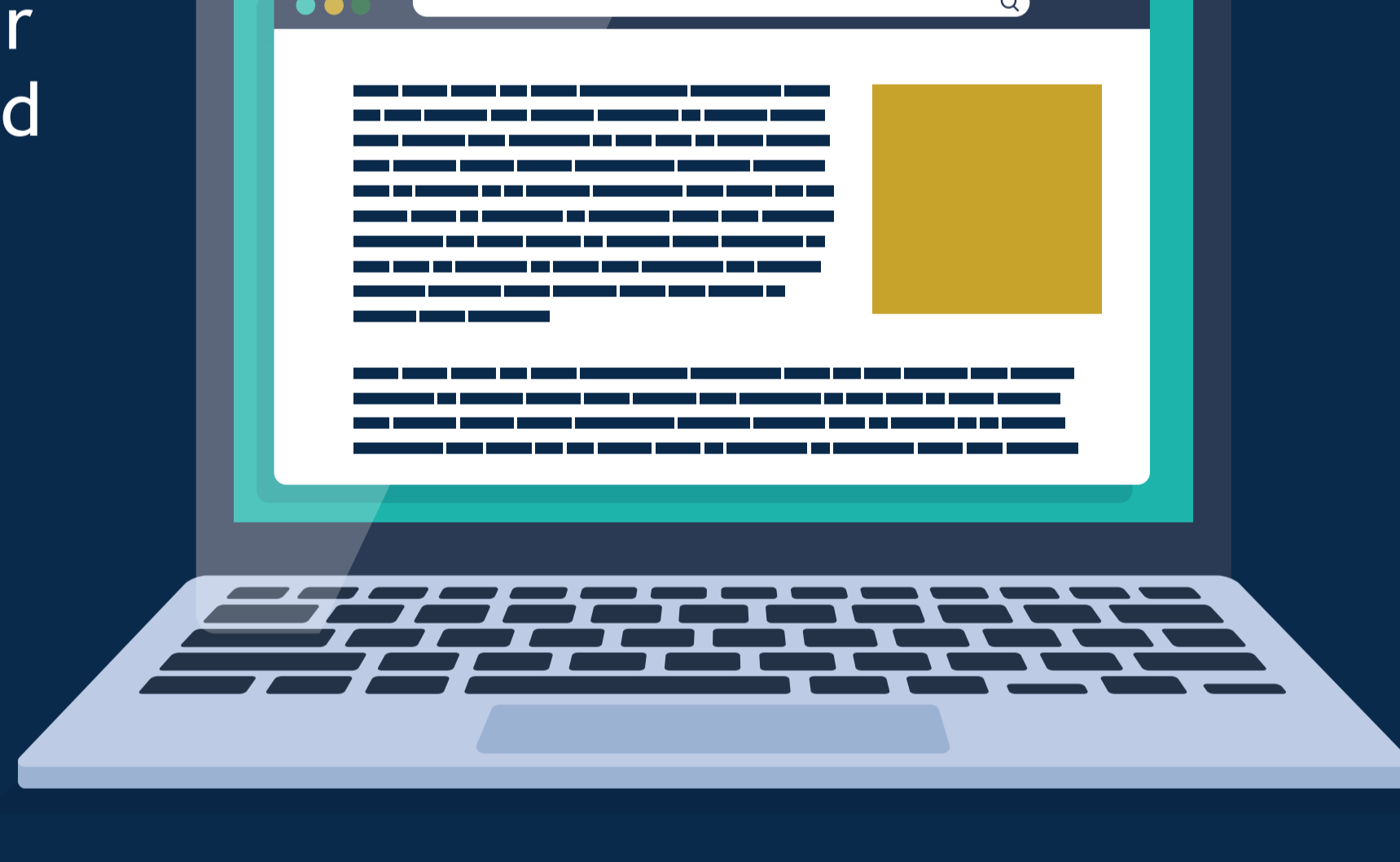


www.alsophigh.org

Website

We encourage you to regularly check our website for any updates, as you may find answers to your questions more quickly under the 'Parents' section, than you would by phone or email.

Additionally, copies of our newsletters and any letters sent home will be available on the website.



Student Planners

The student planner is an essential tool for tracking your child's progress at school. It is used to record reward stamps, academic achievements and conduct reminders, providing a clear overview of your child's performance. We encourage you to check your child's planner regularly.

You can use the planner to inform your child's Form Tutor, Year Manager or Progress Leader about absences, lateness or other relevant issues such as missing PE kit or equipment.

Newsletter

We have a fortnightly digital newsletter designed to keep you informed and connected. In each edition, you'll find the latest updates, upcoming events and key dates to remember. We aim to provide you with all the essential information you need to stay engaged with our school community. You will be sent a link directly to each newsletter or they can be found on our website.



Concerns

We know that throughout a child's school life there may be challenges. If you have any concerns at all, it is always better that we work together to resolve it as quickly as possible. Using the methods provided above, you have several ways to contact us and put any concerns at ease. We will always take your concerns seriously and ensure that all matters are resolved as quickly as possible.



Alsop High School

AMBITION RESPECT COMMUNITY

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www.alsophigh.org.uk