

Policy on Communication with Parents and Carers

Date reviewed:	September 2024	
Approved by:	IEB	September 2024
Next review due by:	September 2026	

For Office Use Only:

Policy Version: 1.0

To make changes to this policy, please
email admin@lincolnshiregateway.co.uk.



Lincolnshire Gateway
Academies Trust

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At Kirton Academy we believe that it is important to work in partnership with parents/carers and other external contacts and that clear communication between the Academy and home is important to help students benefit as much as possible from their time in the Academy. We are committed to improving understanding of our Academy and in encouraging parents/carers to play an active part in their child's education.

We welcome discussion with parents/carers on all aspects of their child's education, their personal and social development and care and welfare. This policy describes how staff will communicate about these issues and how we would like parents/carers to communicate with us.

We will communicate with parents/carers in a variety of ways - these are described below.

This forms the basis of our policy for Communication with Parents and Carers. However, we are aware that the way that we communicate with you needs to be personalised to meet your individual needs. Please contact your child's Year Leader if you feel that you are not getting messages and information about your child from the Academy.

1. Visiting Academy

1.1. Please report to the Academy Reception when visiting the Academy

1.2. Parents/Carers are welcome at the Academy, by appointment, to attend meetings etc. If you are visiting Academy to attend a meeting, a member of our Reception team will welcome you and the contact for your visit will collect you from Reception and escort you to your meeting.

2. Contacting Academy by Telephone

2.1. The Academy reception is open from 8.00am – 3.45pm, Monday – Friday. The telephone number is (01652 648 276). Please contact Reception if you would like to speak to a specific member of staff at the Academy.

The Pastoral Team is as follows:

Year 7	Miss Roberts
Year 8	Mrs Clayton
Year 9	Mrs Hellewell (Mrs Rawding)
Year 10	Mrs Lazenby
Year 11	TBC
Inclusion	Mrs Kropacz
Attendance	Mrs Robinson/Mrs Dulson

Staff at the Academy can be e-mailed directly by using the following format:
surnameinitial@kirtonacademy.co.uk.

2.2. **Responding to Concerns:** We endeavour to respond to your concerns as soon as practicable. Please allow 48 hours for us to get back to you, as, on occasion it may take a little longer than usual, if we need to investigate your concern(s).

3. The Student Planner

3.1. All children will be provided with an Academy journal (planner) to note homework, but it is also a communication channel. Staff may write brief notes to parents/carers in the journal.

- 3.2. By the same token, please use the space provided to write brief, non-confidential messages, for example, if your child has an appointment that you have been unable to arrange outside of Academy time, please write the details of the appointment in your child's journal and ask them to show the details to their teacher before the appointment takes place.

4. Academy Letters

- 4.1. During the year we will write to you with information about activities and to give information that will involve your child – these could be educational visits, sporting activities or special events in the Academy.
- 4.2. If not given out individually to students, letters are placed on the Academy website under the tabs “Parents” / “Letters Home” and a text is sent out to parents/carers who are named as the first point of contact for the student to advise that information has been placed on the website.

5. Text Messages and Emails

- 5.1. We use a text messaging service to contact parents/carers with reminders about Academy events, letters and urgent information – for example in the unlikely event that it is necessary to close the Academy in an emergency.
- 5.2. Please help us by making sure that we always have your correct mobile telephone number.
- 5.3. We use an email service connected to our Academy information system to contact parents/carers with reminders about Academy events, letters. Please help us by making sure that we always have the correct email address for all parents/carers that hold parental responsibility.
- 5.4. A copy of the information that we have on the Academy records will be sent to you at the beginning of each school year – please check this and return the information to the Academy as soon as possible, making any changes that might have taken place, for example your contact details.

6. Open Evening and Days

- 6.1. At the beginning of each school year, we will hold an Open Day and Open Evening for parents/carers of students who have just entered Year 6 at Primary school. This will provide an opportunity to have a look round the Academy before making a final choice of secondary school.

7. Website/Social Media

- 7.1. Please keep up to date on Academy matters by checking our website:

Here we display, letters home, Academy policies, term dates and other events happening in and out of the Academy.

- 7.2. See our other social media channels:

Facebook: **Kirton Academy**

X (Twitter): **@KirtonAcademy**

Instagram: **Kirton Academy**

8. **Contacting Staff Outside of Academy Hours**

- 8.1. We welcome discussion with parents/carers on aspects of their child's education, and personal and social development. It is the Academy's policy that these discussions must take place on the Academy premises or in other professional settings. This enables us to have the right information available to discuss your child's needs.
- 8.2. Please note that discussions or contact with staff must not take place via any unofficial channels.
- 8.3. Please do not contact staff outside of their professional role or by personal communication such as their private email addresses, personal telephone numbers or via social media such as Facebook or Twitter.
- 8.4. Staff should not be contacted outside of working hours or consulted in their own homes, as this represents an intrusion into their private life.