

17<sup>th</sup> April 2026

Dear Parents and Carers,

At LSA High School, we are committed to ensuring communication between home and school is clear, simple, and supportive. Following feedback from our parent voice, we have reviewed our processes and are introducing a new communication and call routing system to ensure enquiries are handled consistently and directed to the right team quickly.

**Main School Telephone Number: 01253 733192**

When you call school, you will hear new options to help direct your call:

Option 1: Attendance: Absences, appointments and enquiries (Attendance team)

Option 2: Pastoral: Student behaviour and wellbeing (Miss Dent)

Option 3: SEN: Learning needs, support plans or queries (Mrs Lucas)

Option 4: Headteacher's PA – Formal matters (Miss Gardner)

**First point of contact**

For general questions about your child, your first point of contact is their Form Teacher.

To help with this, our website now includes clear email links for all Form Tutors and Curriculum Leads.

**Students arriving Late or Leaving for Appointments**

- After 9.10am students should sign in at the Attendance Office at the front of school.
- Students leaving school for an appointment should report to the Duty Manager's office in Student Hub to obtain a yellow permission to leave slip before attending Reception.

We hope these changes make it easier for you to get in touch and feel confident your enquiry is reaching the right person. If you are ever unsure who to speak to, our reception team will happily guide you.

Thank you for working with us to support your child's wellbeing and learning.

Yours sincerely,

Mr. N Bracken

Deputy Headteacher