

September 2026

Dear Parents and Carers,

Important Changes to School Communication

At Madeley School, we are committed to ensuring that communication between home and school is clear, efficient and effective. Following feedback from parents and carers, we are introducing several improvements designed to help ensure that queries are responded to more quickly and directed to the most appropriate member of staff.

New Shared Year Group Email Addresses

We have introduced dedicated shared email inboxes for each year group. These inboxes will become the preferred route for enquiries and communications relating to your child.

The new system has been designed to provide some important benefits:

- **Emails will be checked daily** and reviewed by the pastoral team.
- **Queries will be triaged to the most appropriate member of staff**, whether that is a Form Tutor, Head of Year, Head of Department, member of the Senior Leadership Team or another colleague best placed to help.
- **Messages are less likely to be missed or delayed**, as communication is no longer dependent on a single individual's mailbox.
- **Responses can be coordinated more effectively**, ensuring that enquiries reach the correct person more quickly and within the 48 working hours' time frame.
- **Continuity is maintained during staffing changes, absence or handovers**, meaning that important information remains accessible and communication remains uninterrupted.

This approach reflects feedback that parents and carers can sometimes be unsure who is the best person to contact regarding a particular matter. **These inboxes replace the current personal email addresses for individual Heads of Year.**

Please make a note of your child's link email address as this will remain the same throughout their time at the school:

- Year 7 Inbox: **hoyCo2031@madeley.set.org**
- Year 8 Inbox: **hoyCo2030@madeley.set.org**
- Year 9 Inbox: **hoyCo2029@madeley.set.org**
- Year 10 Inbox: **hoyCo2028@madeley.set.org**
- Year 11 Inbox: **hoyCo2027@madeley.set.org**

EXPECT EXCELLENCE ● OVERCOME OBSTACLES ● MAXIMUM EFFORT ● PRIDE AND RESPECT
EXPERT TEACHING AND FEEDBACK ● CHALLENGE YOURSELF ● INSPIRE AND BE INSPIRED

Improvements to Reception Voicemail

We also recognise that many parents and carers prefer to communicate by telephone.

To improve this process, we have made changes to our main reception telephone system and have more clearly signposted our voicemail option. We would encourage parents and carers to leave a message whenever they are unable to speak directly to a member of staff. Currently, this system is not clearly flagged leading to some parental frustration.

Messages left via reception voicemail will be reviewed by the Reception Team and passed to the appropriate colleague for action. This will help us ensure that telephone enquiries are directed efficiently and that important messages are not overlooked, particularly at busy times when the volume of calls can make extended ringing impractical.

Reporting Absences

If your child is unwell, a reminder to please leave a message on the school voicemail by following the option given or using this email address: attendance@madeley.set.org

By using these functions, the information will be directly sent to the Attendance Team and added to Arbor to avoid parents receiving a phone call from the school. Please do not use the generic school office email or the Head of Year inbox for absence or attendance matters.

Our Commitment to Effective Communication

These changes form part of our ongoing commitment to providing a high-quality service to parents and carers. We believe the new arrangements will:

- Improve response times.
- Ensure enquiries reach the most appropriate member of staff.
- Reduce the risk of communications being missed.
- Provide greater consistency and continuity of support for families.
- Enable us to manage communication more efficiently during periods of staff absence or change.

We kindly ask all parents and carers to make use of the published shared email addresses and reception voicemail system when contacting the school. Doing so will help us ensure that your enquiry reaches the correct person as quickly as possible.

Further information about how we communicate with parents and carers can be found in our Communication Policy, available on the school website:

[Policies | Madeley School](#)

Positive and Respectful Communication

We are committed to working in partnership with parents and carers, recognising that positive relationships are key to supporting our young people. We ask that all communication between home and school is conducted in a respectful and courteous manner, even when discussing concerns or areas of disagreement. In return, we are equally committed to ensuring that our staff communicate professionally, listen carefully, and respond with respect and understanding. By working together in this way, we can maintain a constructive dialogue that keeps the best

Thank you for your continued support and partnership with the school. We are confident that these changes will improve the experience for parents, carers and staff alike, while helping us provide the best possible service to our school community.

Yours faithfully,

Mrs A. Skelding
(Vice Principal)