

March 2026

Dear Parent / Carer,

Re: Emails to the School

We are seeing an increase in parents contacting multiple members of staff directly with concerns or questions. This is alongside an increased use of AI to create lengthy emails where it is often hard to pinpoint the exact nature of a concern.

May I remind you that all parent queries should initially be directed to the office@nwschool.org.uk email address. Emails should clearly state in the title who the email is intended for e.g. Head of Year or Form Tutor.

By using this route the school is able to track and monitor queries and forward them to the most appropriate person to respond.

Emails should avoid the use of lengthy AI-generated text where possible so that we can understand the issues raised as clearly and quickly as possible.

May I also remind parents that it is inappropriate to send lengthy emails to staff late at night or at the weekend. Staff are not required to read or respond to emails outside of office hours. For any urgent safeguarding matter please use the Report it:safeguarding button on the school website. All other matters should be sent to the office team.

Arranging Meetings

As you are aware all staff at the school spend the majority of their time in school teaching or supervising students. It is therefore not possible to see parents who turn up without a prior appointment at reception. If you would like to meet with a member of staff please arrange this by phone or email with the reception staff.

By sticking to these processes we can all work together in the best interests of all the students and the wider school community to ensure fair and considered responses for all.

I include again a link which provides guidance to parents who have a query, feedback or concern.

<https://www.parentkind.org.uk/assets/parents-resources/Parent-Guide-to-School-Complaints.pdf>

Yours faithfully,

Mr Shah
Headteacher