

# Parent Communication Summary

Dear Parent/Carer

Please find here a summary of how parents and the school can communicate effectively. It must be noted that we have nearly 800 students and 80 staff and therefore there are clear structures in place. These layers allow for accurate responses to queries/concerns. The systems also allow for progressive responses should they be needed to help support the query.

We expect parents/carers to treat staff with respect. Aggressive or intimidating language or behaviours will not be tolerated. Parents/carers should also understand that an immediate response may not be possible. Unannounced visits to school are not advised, as it is highly unlikely the member of staff needed will be free due to their commitments in school (e.g. teaching) – meetings can be booked with the relevant member of staff.

The Academy is committed to doing its best for the students. You may not always agree with a decision or policy, but if you choose to have your child at The Orme Academy, then the decisions and policies will need to be accepted and followed. We are human; we will make mistakes at times; we will listen to feedback. Social media discussions about the school or your query will not get it sorted out - contact the school and work constructively with us.

You are welcome to contact us any time about your child's progress. There are formal reports and Parents' Evenings during the year, but please do not wait for these if you want to know anything about how your child is progressing.

A list of staff and roles can be found on the website: [Staff list - The Orme Academy](#).

Mark Boughey  
**Principal**

## Main contacts:

Phone: 01782 742900

email: [office@toa.set.org](mailto:office@toa.set.org)

Website: [www.theormeacademy.org.uk](http://www.theormeacademy.org.uk)

Facebook: @theormeacademyset

X: @theormeacademy

Instagram: @theormeacademyset

## Absence:

If your child is going to be absent you can notify the Academy by:

Sending an email to [studentabsence@toa.set.org](mailto:studentabsence@toa.set.org)

Or

Phone the Student Absence Line (01782 742902) before 8.40am

## Pastoral query/concern:

1 – contact your child's form tutor
<i>If unresolved, or a more serious concern/query</i>
2 – contact your child's Head of Year
<i>If unresolved, or a more serious concern/query</i>
3 – contact Mrs Caulkin (Assistant Principal) – Year 7-10
Mrs Woolley (Assistant Principal) – Year 11

## Academic query/concern:

1 – contact your child's relevant subject teacher
<i>If unresolved, or more serious concern/query</i>
2 – contact the Head of Department for that subject
<i>If unresolved, or a more serious concern/query</i>
3 – contact Mr Verow (Vice Principal)

**Safeguarding query/concern:**

<b>Contact...</b>
Deputy Designated Safeguarding Lead – Mrs Barber
<i>or</i>
Designated Safeguarding Lead – Mrs Caulkin

**Special Educational Needs query/concern:**

<b>Contact...</b>
Assistant SENCO – Mrs Fox
<i>Or</i>
Assistant SENCO – Mrs Collinson
<i>Or</i>
SENCO/Assistant Principal – Mrs Smith

**Query/concern about a member of staff:**

- 1 – contact the Vice Principal, Mr Verow. Mr Verow will direct the communication as appropriate. The majority of concerns/queries will be resolved at this stage.
- 2 – if a formal complaint is subsequently needed, Mr Verow will advise of the process and the Principal, Mr Boughey will direct proceedings as appropriate.

NB- if the concern is about Mr Verow, contact Mr Boughey.

If the concern is about Mr Boughey, contact the Shaw Education Trust.

**Other areas:**

Area	Who to contact
General enquiries	01782 742900 – choose 'Main Reception'
General student enquiries	Student reception – 01782 742900 and choose 'Student Reception' option
<i>Contact Main reception ask for the following/follow the relevant phone option...</i>	
Exams	Exams officer (Mrs Buxton) or Mrs Smith (Assistant Principal)
Technical support for Arbor	Ms Ryan (Data Manager) or Mrs Woolley (Assistant Principal)
Parentpay	Mrs Beeston (Finance coordinator)
Reading/online library	Mrs Nixon
Attendance	Mrs Paterson (Attendance Officer)
KS4 Pathways, PSHE, Enrichment	Mrs Woolley (Assistant Principal)
Updating student information	Ms Ryan (Data manager)
PA to the Principal	Mrs Willis

**Arbor:**

Arbor is our Home School Communication System which gives parents/carers access to student information such as attendance, timetables, attitude to learning scores (ATL) homework, achievements and detentions.

Please click the link below to access further information about setting up your account.

[Log in to your School | Arbor](#)