

Thrunscoe Primary and Nursery Academy,
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Email: office@thrunscoe.academy
Website: www.thrunscoeacademy.co.uk
Headteacher: Mr S. P. Bate B Ed (Hons), NPQH
Chair of Governors: Mr R. H. Sperr



16/05/2025

Parent / Academy Communication expectations

Dear Parent/Carer,

As an academy we endeavour to answer queries and pass on messages in a timely manner.

As you can appreciate, as a school, the majority of staff are class-based, either teaching or supporting your children through their day. As a result, it is not always possible, or practicable, for such staff to respond immediately, or even on the same day as a query is raised. We investigate issues or sometimes have to align availability / seek advice with outside agencies before being in a position to address your queries. This process ultimately takes time. So your patience is sought.

Going forwards, to ensure that your queries are recorded, are easily referred back to and dealt with by the correct staff in a timely fashion, the following contact expectations should be followed, with immediate effect:

ACADEMY EXPECTATIONS:

1) SAFEGUARDING CONTACT:

Should you have a safeguarding concern please phone 01472 320781 or email office@thrunscoe.academy with your concern – myself or Mrs Kerry Allen will respond.

2) MENTAL HEALTH AND WELL-BEING CONTACT

Should you have a well-being query / concern related to your child (friendship issues, emotional concerns etc) please address this with your child's class teacher in the first instance – staff are available at the class door every morning. Alternatively, if you wish to raise it with our well-being mentors email wellbeing@thrunscoe.academy. A member of our well-being team (Mrs K Allen / Miss M Whitehead) will respond at a time

that is practicable. **Office staff will direct you to do this should you phone up with a query.**

3) SEND CONTACT:

Should you have a query / concern related to special educational needs then you should email senco@thruncscoe.academy. **Office staff will direct you to do this should you phone up with a query.**

It is important to note that any meetings requested with Mrs Emma Allen (SENDCO) will be arranged on Thursdays and Fridays ONLY as these are the days that she is not teaching a class of children.

4) ATTENDANCE CONTACT:

Please phone 01472 320781 or email office@thruncscoe.academy. Mrs Saxby or Mrs Garner will deal with your queries.

All of these email inboxes are checked daily. We will always try our very best to answer any questions or queries from parents as soon as is practicably possible. Just because we don't respond immediately does not mean we are not dealing with your concerns.

All emergencies should be phoned through on 01472 320781.

Your support on this matter is sought and greatly appreciated.

Yours sincerely,



Mr S P Bate
Headteacher

