



COMMUNICATING WITH PARENTS AND CARERS (Home/Academy Procedures)

Policy Statement

St Mary Magdalene Academy is committed to working fully in partnership with parents, carers and students to maximise the positive impact of collaboration for all but in particular for each and every student.

How will we achieve the high level of collaborative communication which is required?

1. In time St Mary Magdalene Academy will transfer the major of its Home/Academy communication systems to the Internet. This may take about two years to achieve.
2. In the meantime the Academy recognises that for various reasons, much communication will rely on the traditional written format of letters and phone calls.

Why we will need to be in communication and have sound procedures!

Our commitment to Every Child matters is not an empty commitment. For every child to matter we need to have robust, workable and straightforward systems in place. There are many reasons why close contact between parents/carers and the Academy will be important here is a small sample (from here onwards the word 'home' will be substituted for parents/carers).

To:

3. Inform home of the positive successes of students;
4. Bring to the attention of home, specific items of newsworthy information;
5. Inform home about attendance/punctuality record of students;
6. Inform home of progress within the student's Individual Lifestyle plan;
7. Inform home of homeworking activities and the results of assessments;
8. Inform home of incidents of unacceptable behaviour;
9. Invite comments from home with regard to a wide range of issues and consultations;

And many more reasons.

What is our longer term objective?

Through the power of the Internet and the Academy's Managed Learning Environment, parents/carers will in time be able to interrogate the Academy's website and extract details about all the above issues and many more in addition.

Every 'Home' will be allocated a secure part of the Website to enter to pick up information about a specific student and no other. Within this secure area, will be a whole range of information about the student. It will also provide a means to pose questions to the Academy and for the Academy to provide responses.

Until this is fully tested you can expect to receive the following communications from the Academy in written form.

10. An end of Semester brief report of you son/daughter's progress.
11. A newsletter from the Academy published three times per year.
12. Letters concerning any particular issue /event The Academy feels it is important for you to know about.

As a parent or carer, you are encouraged to contact the Academy when you feel that you wish to comment on how well things are going or if you have concerns.

Response time:

The Academy undertakes to respond to any communication from home within three working days, unless you communication is **marked 'urgent, for immediate response'**

To whom should you write in the first instance?

The person most able to respond with direct information is your son/daughter's House Consultant (Form Tutor). The name of this person will be found in the Home/Academy diary.

The House system is operated on a day-to-day basis by a House Manager. Issues related to wider matters would normally be dealt with by this person, e.g. overall progress within the Academy.

Each House has an Assistant Vice Principal attached to it. This role is supervisory rather than operational on a daily basis and ensures that House and individual issues are represented at the highest level of management. In case of more complex issues the House Manager may wish to involve the appropriate Assistant Vice Principal for support and guidance.

In the case of very complex issues arising, the Vice Principal (Every Child Matters-ECM) may wish to be involved.

In the absence of this Vice Principal (VP) the Vice Principal Curriculum and quality assurance) would provide support.

Visiting The Academy:

Parents and Carers are always welcome at the Academy, but please remember that staff in addition to their pastoral responsibility, also have a heavy teaching commitment. It may not be possible for you to meet with the appropriate member of staff without an appointment, unless you are prepared to wait some time.

Making an appointment:

Please contact the main office and state with whom you wish to make an appointment. If a translator is needed, please ask your son/daughter to request this at the main Academy Office.

Please make sure you are on time and keep appointments to make the best use of your time and that of the educator's.

All contact with and from home are recorded in a computerised log to ensure that all contact is followed up. No phone conversations are electronically recorded.

There may be rare occasion when you wish to consult the Principal directly. This is most acceptable, but given the nature of time commitment a response time/ meeting may be delayed and consequently you may wish to resolve the issue with an Assistant Vice Principal, or Vice Principal to avoid delay.

The golden rule at St Mary Magdalene Academy is that if you have a worry, concern or wish to let us know that you appreciate what we are doing, please do tell us!!!

Our contact details are: Liverpool Road, London N7 8PG.

Tel: 020 7502 4767

Fax: 020 7502 4777

Email: firstcontact@smmacademy.org

If you are unhappy about the service you are receiving, please contact the Main Office and request a copy of the 'Complaints Procedure'