

September 2024

Communication Guidelines

Guidelines for Parental Communication with School from September 2024:

Good communication between school and home is essential to ensure that our young people succeed. We are a large school with 1300 students and 180 staff so at times it can be confusing over who you should contact in different situations and how you can contact them. The key point is that you contact us, we would far rather you contacted us for reassurance over something that turns out to be minor than spend time worrying about something.

How to communicate:

The preferred method of communication is via email or telephone. We use many online platforms in school including Seneca, TEAMS, ClassCharts etc which do offer messaging services but please do not use these to contact staff.

All staff have a GAA email account made up of: firstname.surname@gaa.org.uk and there is a full list on the website - [Meet Our Staff | Great Academy Ashton \(greatacademies.co.uk\)](https://www.greatacademies.co.uk/Meet-Our-Staff)

If you need to telephone, please contact the main reception on 0161 241 9555 and select the appropriate option.

Please do not come to reception and expect to see a member of staff. All meetings must be pre arranged.

Timescales:

We aim to offer an initial response to an enquiry within 2 working days. The working hours for email communication is Monday to Friday between 8.00am – 4.00pm.

Protocols:

We understand that sometimes parents or carers may be frustrated about issues that arise, and we will always do our best to resolve these. We would much prefer parents or carers to contact us directly with concerns rather than raise them on social media before we have had an opportunity to respond. Please understand that our staff are trying to resolve your concerns and any communication should not be rude, abusive, or aggressive. We do not expect staff to respond to inappropriate communication.

Who do I contact?

The table below is intended to help parents or carers with information about who to contact in certain, common scenarios. If you are unsure about who to contact, we recommend you call the main reception on 0161 241 9555, where our staff will be able to point you in the right direction.

Reference Table:

Issue	Who to contact	How
Any Safeguarding Concerns	Mrs R Gill - Designated Safeguarding Lead & Assistant Principal Miss K Davies - Deputy Designated Safeguarding Lead Miss M Hughes Mrs R Dines	Via email, or in the case of an emergency please phone the main reception. Rachel.gill@gaa.org.uk Kayleigh.davies@gaa.org.uk Michelle.hughes@gaa.org.uk Rachel.dines@gaa.org.uk
Welfare concerns e.g. friendship issues, uniform, medical issues, behaviour	Year Teams Year 7 – Purple Year 8 – Red Year 9 – Silver Year 10 – Gold Year 11 - Green	Via Email Purplepastoral@gaa.org.uk Redpastoral@gaa.org.uk Silverpastoral@gaa.org.uk Goldpastoral@gaa.org.uk Greenpastoral@gaa.org.uk
Concerns about progress in a particular subject	Class teacher initially, but please contact the head of subject if this does not resolve the issue	Via Email https://gaa.greatacademies.co.uk/academy-information/meet-the-team/
Concerns about general progress and assessment	Mr M Holly Assistant Principal	Via Email Michael.holly@gaa.org.uk
Queries about home learning	Class teacher, but please contact the head of subject if this does not resolve the issue	Via Email: https://gaa.greatacademies.co.uk/academy-information/meet-the-team/
Questions about Free School Meals or making payments	School Admin Team	Via Email: admin@gaa.org.uk
Reporting absence or other queries relating to attendance	Attendance team	Via Email: Attendance@gaa.org.uk Or phone 0161 241 9555 and follow the recorded message
Information regarding SEND	Mrs K. Casey - SENDCO	Via Email Kathleen.casey@gaa.org.uk
Concern about a member of staff	Mrs R Holroyd Assistant Principal	Via Email Rebecca.holroyd@gaa.org.uk

Questions relating to the school curriculum	Mrs T James Assistant Principal	Via Email Theresa.james@gaa.org.uk
Contact the Principal	Mrs L Schofield – PA to the Principal	Via Email Laura.schofield@gaa.org.uk