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Tuesday, 10th September 2019

Communication at Green Ridge – 2019/2020

Dear Parents and Carers,

At Green Ridge we are committed to building successful working partnerships with our parents and families. As our school has grown substantially over the last two years, the best person to direct your questions or feedback to might have therefore changed, as staff have taken on new roles or our team has expanded.

In order to ensure there are clear lines of communication within the school, please find attached your 'go to' contact list so that you know who to approach to ensure your query is dealt with effectively. It would be a good idea to keep this sheet in a safe place as it contains important contact numbers and e-mail addresses.

Letters to staff

Staff will respond to parents' letters or e-mails within 2 school days of them being received. Letters can be given to your child, to give to their class teacher, given to the school office or posted. As with emails, letters will be treated with appropriate confidentiality. Where the letter is in relation to a complaint made by the parent/carer, the complaints policy should be followed to ensure that the appropriate procedure is followed.

Letters from the academy

We endeavour to send other letters of a general nature out on a Tuesday or a Thursday (on any day if necessary) and place copies of all communication (including newsletters) on the academy's website. We limit the communication to particular days so that parents/carers know what to expect and are not bombarded with communication and letters each day where possible.

Green Ridge Round-Up Weekly Newsletter

The academy weekly newsletter is sent to parents/carers via the electronic mailing system, with paper copies available on request or sent to parents who are not able to access it online. It contains general details of school events and activities, as well as sharing and celebrating the learning throughout the academy in that week. It is published every Friday during term-time. Parents are asked to ensure that the academy has the correct e-mail address on its system for communication. A calendar of forthcoming school events is at the end of each newsletter.

E mail

The school has an electronic mailing system it uses to communicate with parents and carers. You should ensure that any messages do not automatically go to spam/junk, and add our mailing address to your 'safe sender' list.

These days, most people are communicating regularly by email and it has become one of the primary routes for establishing communication. That said, except for the office staff, our members of staff on the teaching and learning team are not office or computer based and therefore do not have the same level of access to email. Our policy is not to provide parents with email addresses for teaching staff. This is also one of our strategies for reducing the unnecessary and excessive workload of teachers and we request that parents do not ask teachers for them. Teaching staff are asked not to respond to any e-mails which come directly to them, without going through the appropriate channel below.

For the purposes of administration, parents and carers are asked to use the main office address for all email correspondence: admin@greenridgeacademy.co.uk. All emails will be treated with appropriate confidentiality. Please note all emails should specify the member of staff to whom the query is addressed. In the first instance, this is usually your child's class teacher. Parents should be aware that any e-mails which are sent to the academy may not be opened immediately, and as such if your message or query is urgent, we ask that you call the school office to ensure that the school receives this timely information. We aim to acknowledge and respond to any e-mail that is sent to school within two school days of the date it was delivered. The school office will ensure that your e-mail is directed to the relevant person/persons.

Telephone calls

Effective telephone communication can sometimes be a problem in a school, where teachers may be teaching full time and running clubs or otherwise working with pupils at lunchtime or after school. Parents may be exasperated if they feel that a message elicits no immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.

Telephone calls are appropriate to notify us that your child will be absent from school, to communicate brief information about your child that the school needs to know or in an emergency, such as e.g. to let us know that you will be late collecting your child. We ask parents to telephone the school on 01296 326320. The school office is open between 8.15am - 4.00pm, Monday - Friday during term-time. At all other times, there is an answering service available to take your message.

Any messages which are for school staff are taken by the office team and then passed on to the appropriate member of staff. Office staff will take note of the necessary details of the call. Where a parent or carer does call to speak to their child's class teacher, the office will liaise with the class teacher to arrange a mutually convenient time for this, within two days. As a result, it may be that a member of staff is unable to call back on the same day that the call was made.

Social Networking Sites/Blogs

Staff will not communicate individually with parents, carers or pupils via social networking sites or accept them as "friends". Staff are instructed to report any such requests or interactions to Mr. Wanford.

The academy uses Twitter and Facebook as a way of posting reminders to parents/carers and sharing and celebrating the pupils' learning at Green Ridge. Where this method of communication is used, a professional manner will continue to be used at all times, as it would be for any communication within the academy.

Written Reports

Once a year, we provide a full written report to each child's parents/carers on their progress in each area of learning (Reception year-group onwards). This report identifies areas of strengths and areas for future development. Pupils are also given an opportunity to comment on their progress.

Learning Reviews

Parents are invited to meet with their child's class teacher twice during the year, in the Autumn and Spring Terms for parent-teacher consultations, which we call 'Learning Reviews'. These are

usually held just before the half-term holiday. There is also an option to meet for a third time following the end of year report.

You will be advised of the date through an individual letter and asked to sign up for a specific day/time to meet with your child's teacher via our online booking system. If you are unable to use the online system you will be able to telephone or e-mail the school office who will assist you in making an appointment. We would encourage all parents to take up this opportunity. If you are unable to attend on the designated days, you can request to make an alternative arrangement directly with your child's teacher, or via the School Office at a mutually convenient time.

We hope that this information is useful in giving an overview of what communication exists and how you can get in touch with school staff and find out what is happening at Green Ridge.

Yours faithfully,



Mr. Aaron Wanford
Headteacher