



Academy Communication Procedure

Telephone Calls, Emails and Letters received from Parents/Carers

Governors and staff have now put in place the following procedures within the Academy when dealing with Parent/Carer communication:-

- **Telephone calls received from parents/carers** will be returned by the office within 24 hours. If parents/carers wish to speak to a certain member of staff and they are not available within this timescale, the office will endeavour to pass the message on to another member of staff to deal with or provide details of when that particular member of staff will be available to return the call.
- **General enquiries to the academy can be sent via email** and will be initially acknowledged within 24 hours and the enquiry replied to within 5 working days.
- **Letters of complaint** must be in the form of a written letter (not email) addressed to The Principal. Please refer to the Academy's Complaints Procedure on the academy website.
- **Green Lane has an open door policy.** If any parent/carer wishes to speak to their child's teacher, please speak to the teacher in the classroom **after** the school day or ask to make appropriate arrangements to meet at a more convenient time. Comments concerning issues which may impact on the child's day are acceptable at the beginning of the school day but we would ask that issues which don't necessarily impact the child's school day be discussed at the end of the day.
- **If parents/carers wish to speak in person with The Principal**, please inform the office who will be happy to make an appointment for you if they are not available at that time.