



LANDAU
FORTE
ACADEMY
AMINGTON

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1. Introduction and aims

We believe that clear, open communication between the academy and parents/carers has a positive impact on pupils' learning because it:

- Gives parents/carers the information they need to support their child's education
- Helps the academy improve, through feedback and consultation with parents/carers
- Builds trust between home and academy, which helps the academy better support each child's educational and pastoral needs

The aim of this policy is to promote clear and open communication by:

- Explaining how the academy communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of academy staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

2. Roles and responsibilities

2.1 Principal

The Principal is responsible for:

- Ensuring that communications with parents/carers are effective, timely and appropriate
- Monitoring the implementation of this policy
- Regularly reviewing this policy

2.2 Staff

All staff are responsible for:

- Responding to communication from parents/carers in line with this policy and the academy's ICT and internet acceptable use policy
- Working with other members of staff to make sure parents get timely information (if they cannot address a query or send the information themselves)

Staff will **aim** to respond to communication during core academy hours within 48 working hours. In line with promoting staff wellbeing and helping our staff find a suitable work-life balance. Staff may work around other responsibilities and commitments and respond outside of these hours, but they are **not expected** to do so. Staff are **not expected** to respond to communications during academy holidays or periods of absence but may do so if they choose.

2.3 Parents/Carers

Parents/carers are responsible for:

- Signing up to the academy's communication app (Class Charts) and monitoring messages / announcements sent via the app
- Ensuring that communication with the academy is respectful at all times. Any communication that is considered disrespectful, abusive or threatening will be treated in line with our parent code of conduct
- Making every reasonable effort to address communications to the appropriate member of staff in the first instance
- Respond to communications from the academy (such as requests for meetings) in a timely manner
- Checking all communications from the academy
- Parents to inform the academy of any changes

Parents should **not** expect staff to respond to their communication outside of core academy hours, or during academy holidays.

3. How we communicate with parents and carers

The sections below explain how we keep parents up-to-date with their child's education and what is happening in academy.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

3.1 Communication App (Class Charts)

Our communications app is Class Charts. This can be found in the Appstore or equivalent. We will message parents/carers on the academy committee app about:

- Upcoming academy events
- Payments
- Class activities or teacher requests
- Short-notice changes to the academy day
- Emergency academy closures (for instance, due to bad weather)
- General information and notices

3.2 Academy calendar

Our academy website/newsletter includes a full academy calendar for the year.

Where possible, we try to give parents/carers at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials). Scheduled academy closures, for example staff training days will be included. Any such event will be included in the academy calendar.

3.3 Phone calls

The primary point of contact for parents is the Academy's communication app (Class Charts) however in some situations a parent / carer may ring the Academies phone line. If a member of staff is unavailable to take the phone call due to teaching commitments then a contact number of the parent will be taken. A message will be passed to the member of staff using the academy email system. Staff members will endeavour to return the phone call within 48 working hours.

3.4 Letters

We send the following letters home regularly via Class Charts:

- Letters about trips and visits
- Consent forms
- Our termly newsletter
- End of term updates

3.5 Homework: Key Stage 3

Homework will be set every Monday and will be visible to parents and students on the Class Charts app. Homework will then be due for the first lesson the following week. Each week there will be five pieces of homework set; English, Maths, Science, Humanities and Practical. Predominantly, all homework will be provided to students on paper to ensure accessibility. Homework provided will be relevant to the current scheme of work being studied and reviewed during lesson time. All homework will be set on yellow paper so that it is clearly identifiable. All homework and deadlines will be visible on the Class Charts app and students will be expected to record any additional homework details in their homework planner. This will include an indication of how much time should be spent on the homework. All homework is expected to be completed by the deadline provided and handed in to the class teacher. Ambition points will be awarded for all students who complete their homework (Ambition-Homework) on time. If a student fails to complete their homework, there will be consequence issued on Class Charts (Homework not completed).

3.6 Homework: Key Stage 4

Homework will be set as appropriate by the classroom teacher, with the expectation that students will receive one piece of homework per week from each of their GCSE subjects. Homework will either be provided on paper or will be completed on a subject specific remote platform e.g. Seneca/GCSE Pod. Any physical homework will be set on yellow paper so that it is clearly identifiable. All homework and deadlines will be visible on the Class Charts app and students will be expected to record homework details in their homework planner. This will include an indication of how much time should be spent on the homework. All pupils are expected to complete homework within the set deadline, teachers are then expected to award appropriate rewards or consequence's via class charts. All homework is expected to be completed by the deadline provided and handed in to the class teacher. Ambition points will be awarded for all students who complete their homework (Ambition-Homework) on time. If a student fails to complete their homework, there will be consequence issued on Class Charts (Homework not completed).

3.7 Reports

Parents receive reports from the academy about their child's learning following a formal assessment window, including:

- Written report once per year covering their achievement in each part of the curriculum, how well they are progressing, and their attendance.
- A report on the results of public examinations and mock examinations.
- Information about vocational qualifications gained (or credits gained towards these).

We also arrange regular meetings where parents can speak to their child's teacher(s) about their achievement and progress.

3.8 Meetings

We hold one parents' evening per year group throughout the year. During these meetings, parents can talk with teachers about their child's achievement and progress, the curriculum or schemes of work, their child's wellbeing, or any other area of concern.

The academy may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, or wellbeing. It is essential that parents attend these meetings and the Academy will make reasonable adjustments to support attendance around parents' other commitments.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

Drop-ins are held periodically throughout the year with either the Head of Year, Principal or SEND Team.

3.9 Academy website

Key information about the academy is posted on our website, including:

- Timings of the academy day and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-academy provision

Parents should check the website before contacting the academy as many queries may be answered here in the first instance.

3.10 Social Media

The Academy has a Facebook and Instagram social media account. These are primarily used to share good news stories and repeat key reminders. Parents should use Class charts as primary contact method, messages received via social media are monitored but the Academy cannot guarantee a 48 reply if this method of communication is used.

4. How parents and carers can communicate with the academy

Parents should use the list in appendix 1 to identify the most appropriate person to contact about a query or issue, including the academy office number and email address.

4.1 Email

Parents/carers can make general queries via post@lfata.org.uk.

4.2 Phone calls

If parents need to speak to a specific member of staff about a non-urgent matter, they should send a message on Class Charts.

If the issue is urgent, parents should call the academy office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should request this via Class Charts or by telephone to the academy office. Please use appendix 1 to identify the relevant member of staff to meet with.

While teachers are available at the beginning or end of the academy day if parents need to speak to them urgently, we recommend they book appointments to discuss:

- Any concerns they have about their child's learning
- Updates related to pastoral support, their child's home environment, or their wellbeing

The Academy runs a weekly drop in service for parents to meet with staff on a Wednesday afterschool. The drop in session rotate weekly between the different year groups, SEND / safeguarding and head teachers drop in. Please consult the Academy website or parent communications for an up to date schedule of events.

5. Inclusion

It is important to us that everyone in our community can communicate easily with the academy.

Parents who need help communicating with the academy can request the following support:

- Academy announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary. Please contact the academy office to discuss these.

6. Monitoring and review

The headteacher monitors the implementation of this policy and will review the policy every two years. The policy will be approved by the Academy Committee.

7. Links with other policies

The policy should be read alongside our policies on:

- ICT and internet acceptable use
- Parent code of conduct
- Staff code of conduct
- Complaints

➤ Staff wellbeing

Appendix 1: Academy contact list

Who should I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

- Email or call the academy office on post@lfata.org.uk or 01827 301800
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)
- We will forward your request on to the relevant member of staff

Remember: check our website first, much of the information you need is posted there.

We try to respond to all parent messages within 48 working hours.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
My child's learning/class activities/lessons/homework	Your child's Personal Tutor via Class Charts
My child's wellbeing/pastoral support	Your child's Personal Tutor via Class Charts
Payments	post@lfata.org.uk
Educational Visits	The trip leader identified in the visits launch letter
Bullying and behaviour	Your child's Personal Tutor via Class Charts
Academy events/the academy calendar	post@lfata.org.uk
Special Educational Needs (SEN)	SEND department/ fperry@lfata.org.uk
Before and after-academy clubs	lamos@lfata.org.uk
Hiring the academy premises	shammond@lfct.org.uk
PTA	post@lfata.org.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

[LFCT-Complaints-Policy-and-Procedure-v1.0.pdf](#)