

E-ACT Blackley Academy

Parent Communication Hand Book

Rationale

Here at E-ACT Blackley, it is important to us that we have positive relationships with our parents and community. We believe that communication is a key element in ensuring staff and families continue to build constructive contact for the wellbeing and academic success of our children.

This document will provide information for parents and carers on how to best communicate with us.

Lines of Communication

Please see a list of how to best communicate with us below. **It is important that parents and carers use the correct line of communication.**

Example Context	Who to contact	Recommended method of contact
General Information: homework, uniform list, curriculum, school events, holiday dates etc...	Website	Website
Daily/ad hoc notifications: change in parent pick -up, walking home etc	Office/Class teacher	Call the office 0161 740 2185/or email Blackley.Parents@E-ACT.org.uk Or message on Class Dojo (24 hours' notice as a member of staff may not pick up the message if teaching)
General issues relating to class, learning, uniform, welfare, friendships etc...	Class Teacher	Class Dojo
More serious Issues relating to bullying, learning, welfare etc...	Class Teacher Phase Leader	Meeting Appointment via class dojo
Concerns that have not been able to be resolved via class teacher or phase leader. Concerns about the school more generally. Concerns about a member of staff.	James Hughes (Head Teacher)	Appointment via email James.hughes@eba.e-act.org.uk 0161 740 2185
SEND: If you have questions regarding special educational needs.	Class teacher Gemma Spence (SENCO)	Appointment via Class Dojo or Gemma.spence@eba.e-act.org.uk
Attendance: If you need to report your child absent.	Matthew Nuttall	Contact via phone 0161 740 2185
Complaints	Please follow our complaints policy	https://blackleyacademy.e-act.org.uk/wp-content/uploads/sites/6/2022/11/E-ACT-Complaints-Policy-and-Procedure-2022.pdf
Family Support: Early Help, financial support, free school meals, mental health etc...	Tunde King Rhonda Alleyne	Tuned.king@eba.e-act.org.uk Rhonda.alleyne@eba.e-act.org.uk
Safeguarding: If you are concerned about the safety of a child.	Gemma Spence	Gemma.spence@eba.e-act.org.uk
SEND: If you have a query regarding special educational needs.	Gemma Spence	Gemma.spence@eba.e-act.org.uk

Drop-Off and Pick Up Times

This is not always the best time to speak with staff if you have an issue that needs to be explored or discussed in depth. As you are aware, this is a very busy time of the day and the first priority for staff is to get all children on and off site safely. A quick message during these times is fine, however, we request that you make an appointment to discuss items in more detail with your class teachers via Class Dojo.

Class Dojo

Our Class Dojo system is the quickest and most efficient way to communicate with your child's class teacher for general enquiries and concerns.

If you contact your child's class teacher via this platform, you should receive a response within 48 hours, although it is usually much quicker than this. Staff will access messages between working hours – 8:30- 5 Monday- Friday. They will not respond to messages over the weekend.

Please be aware that teachers are not expected to respond to these messages while they are teaching or outside of their working day. Please be patient and we will respond.

We also ask that messages are polite and do not have an aggressive or threatening tone. Parents should not use the platform as a forum to voice their views or opinions publicly. Please report concerns privately to the relevant staff member.

Parents and carers who do not adhere to this will be removed from the platform.

Physical or Verbal Abuse of Staff

The vast majority of parents work with us positively to ensure that there is a good partnership between staff and parents.

However, we are reminding all parents that we have zero tolerance towards aggressive, violent and abusive behaviour towards staff in our school and other parents. Posters to this effect are displayed in school. We will act against any parent or member of the public who disregards this code of conduct whilst on school premises.

Thank you for considering the enclosed information. We want to make sure parents feel supported and you get the right help at the right time.

