



23 March 2022

Dear Parent/Carer,

We are always looking at ways we can improve what we do across our campus and value the feedback we have been given by you. Communication is always a significant challenge in organisations and our school is no different, with over 200 staff and close to 1500 students communication plays a huge role in what we do.

We have tried in the past year to improve or general communication through:

- Weduc
- Weekly bulletins
- Regular social media updates
- Newsletters

But we are keen to also improve the more personal forms of communication around emails and phone calls that we receive from you as parents and carers. One area we have identified as a growing area of weakness is the desire to speak to myself directly about issues that may be causing concern. There are a number of problems with this approach that lead to inefficiencies, these being:

- Volume - the sheer number of messages we receive on a daily basis
- Knowledge - not having the information needed as it sits with other staff, who would be better placed to address the concern
- Appropriateness - most issues can be addressed by either your child's subject teacher, form tutor or Head of Year

To ensure your questions or concerns are dealt with quickly and efficiently please could you follow the process below. This will mean the right people are dealing with the right issues at the right time and your issues are resolved in a timely manner.

All of our staff contact details can be found on our website [here](#)

Yours sincerely

W Teece  
Headteacher

