

CWA/KRE

11 September 2019

Dear Parent and Carers

Re: Communication with the Academy

In April of this year, I wrote to all our parents and carers providing advice and guidance in terms of contacting the academy. However, as a significant number of you are joining the Plume Family this term, I would like to issue the following reminder whilst also adding some further information regarding actual response times:

- For all **subject specific matters**, please liaise directly with the individual class teacher in the first instance. The next level of dialogue would be with the individual Subject or Faculty Leader.
- For all **non-subject and pastoral related matters**, please liaise directly with your child's Assistant Head of Year in the first instance. The next level of dialogue would be with your child's Head of Year and after that, your child's Head of Campus.

As a team of staff, we greatly value the input of our parents and carers and genuinely feel we have worked in collaboration to develop this in recent years. This has been through multiple channels including: email, telephone calls, the website, newsletters, parent/carers letters, Twitter, Parent Information Evenings, various fayres, our now established Parent Voice group and actual face-to-face meetings.

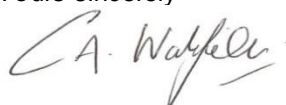
Updated email contacts can be found via our website and through > *Parents>Staff Contacts*. Email correspondence can be constructed in the following format:

- The member of staff you are trying to contact first initial followed by a dot, the member of staff's surname and then add [@plume.essex.sch.uk](mailto:plume.essex.sch.uk) For example, C.Wakefield@plume.essex.sch.uk

Colleagues will endeavour to respond as quickly as they possibly can should they receive a telephone call or an email and may initially respond with a holding response prior to a more detailed reply or, alternatively, setting up a face-to-face meeting. However, please note that many of my staff work part-time so whilst we will always endeavour to respond as quickly as they possibly can, there may well be a delay due to this as well as the fact that a correspondence may have been received over the course of a weekend or holiday period. Now whilst many of the academy's staff will invariably respond during these periods as they will always look to broker constructive dialogue moving forward as quickly as possible, I place no expectation on them doing this.

To conclude, in addition to the day-to-day core business of teaching and learning, the academy endeavours to put on a packed calendar of events ranging from various extra-curricular and enrichment activities to annual Parent Consultation and various Information Evenings for all seven of our year groups and 1696 students across two campuses. Nevertheless, and to reiterate, as our parents and carers, the aforementioned channels of communication remain open to you in addition to everything we put on and schedule during the academic year. Therefore, and in the spirit of open, constructive and mutually respectful communication, do not hesitate to utilise these available channels should you ever feel the need to do so.

Yours sincerely



Mr C A Wakefield
Principal