

CWA/KRE/GHA

25 April 2019

Dear Parent and Carers

Re: Communication with the Academy

I would like to take this opportunity to issue a polite reminder as to how you make contact with the academy should you ever feel the need to do so:

- 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's or faculty's 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/carer letters, Twitter, Parent Information Evenings, various fayres, our now established Parent Voice group and actual face-to-face meetings.

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's first initial as a capital letter, a dot, the member of staff's surname starting with a capital followed by @plume.essex.sch.uk for every member of staff. 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 respond with an initial holding response prior to a more detailed reply or alternatively, setting up a face-to-face meeting moving forward.

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 enrichments activities to annual Parent Consultation and various Information Evenings for all seven of our year groups and nearly 1700 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 and outside of 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