



THE
GRANGE
ACADEMY

ASPIRE FOR EXCELLENCE

Communications Policy 2023- 2024

Version Number: 02

Ratified by Local Governing Body: October 2023

Next Review Date: September 2024

Academy Link: Miss C Hart



When contacting the academy, you will be put through to our main reception.

- If you have a general enquiry, a member of our reception team will be happy to help answer any questions that you may have.
- If you wish to raise a concern, you will be asked to leave a message for whom the concern should be directed to.
- If you need to speak to a specific member of staff, it is likely that a message will be taken, and someone will call you back outside of the school day. The communication protocol timescales below provide an indication of when you can expect to be contacted by the member of staff you wish to speak to.
- If you have an arranged meeting with a staff member, please arrive at reception 5 minutes prior to the agreed time. If you do not have a pre-arranged meeting, please do not arrive at the academy to meet a staff member, as they may be unable to meet with you.
- If you email a staff member directly, please expect a response by the agreed timeframes below in our communication policy.

If your contact with the academy is in relation to the raising of a formal complaint, please see the Formal Complaints Policy for details of expected timescales, which differ from those shown below.

Tier 1 Communication (Target Response Time – within 3 school days)

Primary Phase

- Class Teacher – Your child will have a main class teacher – any concerns about their progress/academic development should come through them.
- Primary Pastoral Staff/Resource Base Staff – Your child may receive additional support through these staff members.

Secondary Phase

- Progress Leader – Each year has a Progress Leader who is an experienced teaching member of staff. This colleague deals with pastoral and academic matters. Due to the fact they are also teaching staff members, they may not be able to respond immediately to your concerns.
- Assistant Progress Leader – This staff member assists the Progress Leader in the day-to-day running of supporting the year group.
- Key Workers – If your child has a Special Education Need and is on the SEND register, they will have a key worker assigned to them.
- Form Tutors – Your child's Form Tutor is a good point of contact for any minor queries or concerns. They are working teachers on full timetables, and therefore the policy allows 3 school days to gain contact.

Tier 2 Communication (Target Response Time – within 4 school days)

Primary Phase

- EYFS/KS1 Lead – If you have any wider queries beyond your child's class teacher, Kate Stockton can respond to your query.
- KS2 Lead - If you have any wider queries beyond your child's class teacher, Kate Ireland can respond to your query.

Secondary Phase

- Subject Teacher – If your contact is in relation to a specific class teacher, please inform the reception team of which staff member you would like to speak to, and they will leave a message to ensure they get back to you. Additionally, if you are communicating via email, please allow 4 school days for a response.

Tier 3 Communication (Target Response Time – within 5 school days)

Primary Phase

- Head of Primary – If you wish to contact the Lead for Primary overall, Kate Ireland, please allow a response within 5 school days.

Secondary Phase

- SLT Year Group Leader – each year group at TGA is overseen by a member of the Senior Leadership Team. This colleague will not be directly involved in the day-to-day activities of the year group but will oversee and quality assure what is taking place, as well as resolve more serious behaviour concerns or parental enquires.

The table below provides you with the names of the staff who, alongside the form tutor, will be responsible for ensuring that your child is safe, happy and makes excellent progress in school:

	Year 7	Year 8	Year 9	Year 10	Year 11
SLT Lead(s)	Joel Beavon	Paula Boyd-Rugen	Tony Hutton	Chris Williams	Louise Bibby
Progress Leader	Chaz l'Anson	Carley Cullen	Emma Ayrton	Dion Challinor	Helen Bate
Assistant Progress Leader	Amy Coombes	Lora Short	Charlotte Grace	Andrew Mooney	Sarah Hunt

Alongside the colleagues above, there are several other members of staff who may be directly involved in supporting your child no matter what year group they are in:

Primary Phase

- Kate Stockton – EYFS/KS1 SENDCo
- Rachael Salisbury – KS2 SENDCo

Secondary Phase

- Miss McPartland – Vice Principal & SENDCo (Target Response Time – within 5 school days)
- Miss Downey – SEND Manager (Target Response Time – within 3 school days)