

Communication Policy

2025 - 2026

Version Number: 01

Ratified by Local Governing Body: September

2025

Next Review Date: September 2026

Academy Link: Miss C Hart





THE GRANGE ACADEMY WADE DEACON TRUST



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-today 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.







THE GRANGE ACADEMY WADE DEACON TRUST



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

Primary Phase

- EYFS If you have any wider queries beyond your child's class teacher, Millie Weston can respond to your query.
- KS1 Lead If you have any wider queries beyond your child's class teacher, Megan Hogan can respond to your query.
- KS2 (Lower) If you have any wider queries beyond your child's class teacher, Vicky Maltz can respond to your query.
- KS2 (Upper) If you have any wider queries beyond your child's class teacher, Alex Ralph 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:







THE GRANGE ACADEMY WADE DEACON TRUST



	Year 7	Year 8	Year 9	Year 10	Year 11
SLT	Tony	Louise	Joel	Chris	Louise
Lead(s)	Hutton	McPartland	Beavon	Williams	Bibby
Progress	Chaz	Beth	Andrew	Dion	Emma
Leader	l'Anson	Houseman	Mooney	Challinor	Ayrton
Assistant Progress Leader	Louise Illidge	Louise Illidge	Amy Coombes	Amy Coombes	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)



