



Dear Parents / Carers,

At Astrea Academy Woodfields, we very much value your support in our journey to excellence and have listened to your feedback regarding communication and your ability to contact the academy. We understand that communication has not been as straight forward as we would have liked it to be, and we wanted to share with you the things we have done to improve it so far.

- We have increased permanent reception cover as well as having other members of staff on hand to support during our busiest times
- We have reviewed our email and phone system to improve efficiency

We wanted to take this opportunity to set out some guidance regarding communication and the different methods that you should adopt when you need to contact the academy. This in turn, will improve our ability to communicate effectively with you.

Email – 

- Appointments – medical, dental, college etc – please provide us with evidence of the appointment at the earliest opportunity. This allows us to ensure your child is ready at the time you need to collect them. Ask your child to arrive at scholar services at the time they need to be collected.
- Non-urgent queries such as explanations around detentions or homework club.
- Lost property queries.
- Requests to speak with Pastoral or Academic Year Leads.
- We really enjoy receiving your positive feedback but also understand that on occasion, you may have concerns too. Please contact us via email with the completed complaints form if you would like to raise a formal complaint – this can be located on the policies page on our website - <https://www.astreawoodfields.org/wp-content/uploads/2022/05/Astrea-Complaints-Policy-2022-25.pdf>

Phone – 

- Urgent issues or concerns that impact your child's health or well-being. If you need to leave a voicemail, please ensure you leave your full name, your child's full name and a contact number along with a brief, concise reason for your call





In Person - 

- Pre-arranged meeting with members of staff from the academy
- Pre-arranged collection of your child for appointments

Very often, we receive voicemails and emails that do not indicate who the child is. It is important that we know who it is that you are contacting us about so that we can help you as quickly and effectively as possible. It is also important that we know what the message or email is about and what you are hoping will happen because of that message or email.

We have a process to follow with all communication, so if you initially request a call back from a senior member of the leadership team or our principal, please understand that you are most likely to hear from the person who is best placed to answer your question or resolve your query. We would love to be able to have staff members available at all points of the day to discuss your children however we are all extremely busy supporting your children and their education. Please also be aware that the MyChildAtSchool App is not a place for messages regarding absence, homework, detentions or appointments.

Please be aware of the following contact details:

Academy Contact Details: **Email – office@astreawoodfields.org** **Tel No – 01302 312140**

I am delighted to have made progress with this issue that you have raised with me. It is also an absolute pleasure to be able to lead Astrea Academy Woodfields which has been recognised as the most improved school in Doncaster and in the top 5% of improved schools in the country. This is something that has happened with us working together in the best interests of our scholars.

Yours faithfully,

David Scales
Principal

