



**STOCKWELL
ACADEMY**
IMAGINE BELIEVE ACHIEVE

17th October 2022

Contacting School Staff

Dear Parents / Carers,

Please note that if you need to contact a member of the school staff about an aspect of your child's school life, you can do so by either: phoning the school office; via Tapestry (Nursery and Reception classes) or Seesaw (Year 1 to Year 6 classes).

The school office will be available weekdays to take your calls, from 8am until 4pm. At all other times the answer machine will take your call. If a message is left at the office, before 4pm - every effort will be made to contact you back - that day. If the message is left after 4pm, you will be contacted the next day, where possible.

Alternatively, you can use the Tapestry / Seesaw digital platform to contact staff up until 4.30pm.

Any messages sent after this time will be answered the following working day. I have insisted on this policy and procedure, with staff, to protect their work / life balance. In addition to this staff have been instructed not to use these platforms at weekends, to answer queries from parents / carers.

Any contact at the weekend from parents / carers will be answered at the earliest, on Monday morning.

Staff are available to meet after school, via an appointment. Meetings will have to take place around staff meeting commitments, so they may take a day or two to arrange. Please be patient with us. We are committed to maintaining the strong home / school relationships we have secured with you, over the years.

Thank you for your continued support and understanding.

Yours sincerely,

Mr C. J. Coulter
Headteacher

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