



Leigh Academy
RAINHAM

Leigh Academy Rainham

Home / Academy Contact Policy

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1. Introductory statement

A highly effective education relies on establishing clear and consistent links between academy and home. By ensuring communication between both parties remains open, transparent and effective, we can ensure we are working collaboratively. We can therefore identify concerns, share celebrations or advise families of strategies or practices which have been effective at school to support our students and their learning.

The Academy's preferred method of communicating general information to parents and carers is electronically. General letters and news items are uploaded to our website and also sent direct to mobile phones and email accounts. Academy publications keep parents and carers up-to-date with news, events, reminders and diary dates. To receive these regular updates, follow us on twitter @leighrainham or 'like' us on Facebook @leighacademyrainham. Please ensure we are able to contact you in the event of an emergency. Let us know immediately of any changes to your home address, mobile and landline telephone numbers, email addresses, or places of employment.

It is important to recognise that while our students are maturing into young adults as they move up through the Academy, it is of course expected there may be times when staff will need to maintain more regular contact with families, beyond that of the systematic reporting home and general communication from the Principal.

At Leigh Academy Rainham, if an occasion occurs where a Form Tutor or Leaders in the Academy feel it is necessary to establish more regular contact by telephone with families regarding the welfare of their child, this should be for a fixed period of time. Using email directly between the teacher and parent for such examples of regular contact should, where possible, be avoided unless agreed with leaders this is the most suitable form of communication. It is also imperative that we ensure parental expectations are reasonable and not at the expense of the member of staff and their respective Work/Life balance. The Academy has no expectation of any members of staff responding to any parent emails or contact outside of the school day and never between the hours 18.00 - 07.30. Staff also have a window of 72 hours before being required to respond to communication. If staff are off sick, there is no expectation that they maintain contact with families.

1.1 Teacher Wellbeing

Teachers' wellbeing sits at the core of our values and we do not expect home - academy contact to impede or impact negatively upon this. If any teachers or staff feel that the home - academy contact is doing so it is their responsibility to inform a member of SLT who will support in resolving the matter.

1.2 Content of Communication

The content of any home school contact must at all times remain professional and GDPR compliant, whilst we may have families aware of peer's names or possibly how they may have behaved or presented in school, as described by their sons/daughters, and may then choose to bring these up in

conversations, it is imperative that staff ***do not discuss at any time the specific approaches, needs or difficulties of any other individuals*** than that of the student whose family are being spoken to. Similarly any discussion over other staff must remain impartial and infrequent. If a family member wishes to discuss other individual employees this should be escalated to SLT.

1.3 Ways to communicate

Home to academy contact must only occur through the academy's agreed communication channels, for Leigh Academy Rainham this is via the main office email address or MyChildAtSchool if the communication is more general.

It is prohibited for staff to communicate with families via personal emails or devices including phone calls unless necessary. Parents are not permitted to contact teachers via Google Classroom using their child's account.

Above all else it is each teachers responsibility to ensure that communication remains open and transparent between home and the Academy, if staff feel that this is not occurring and that families are not engaging in this, this should be escalated to SLT, depending on the nature of the concern this may require following up with the DSL via the agreed safeguarding protocols.

1.4 Who to contact

Emergencies - Telephone Reception or College Student Services

Attendance - Telephone College Student Services

Matters regarding your child - Email the relevant College Mailbox who will direct it to the appropriate member of staff, they will then either telephone or make an appointment

- Turing College – turingcollege@leighacademyrainham.org.uk
- Kingsley College – kingsleycollege@leighacademyrainham.org.uk
- Angelou College – angeloucollege@leighacademyrainham.org.uk
- Inclusion – inclusion@leighacademyrainham.org.uk

Appointment Requests - If you wish to speak to a member of staff an appointment needs to be made via the College Mailboxes

General queries - Telephone Reception or email info@leighacademyrainham.org.uk