

A quick guide to 'Home / Academy' communications

We appreciate that at times you will need to contact us to discuss either curriculum or pastoral issues to ensure the well-being, safety and progress of your child at Huish Episcopi Academy. The following bullet points explain how we will maintain good communication with you.

We expect that all communication will respect the dignity of the recipient.

Phone call

- Call the Academy reception and speak to one of our dedicated and trained receptionists to find out who you should be talking to.
- If the person you require is available, they will accept your call. In reality it is unlikely that this will be the case so you will most likely be asked to give details of the reason for your call.
- Reception staff will pass on your details to the relevant person in the Academy, usually by email.
- Within 5 working days, you will receive a response either in writing or by telephone. This may include informing you that more time is required to provide a full response. In which case you should be given an indication of when a full response will be sent.

Email

In recent years communications between home and the academy have shifted quite dramatically from pen and paper to email; with email becoming the preferred and predominant mode of communication. The use of communication via email is quick, cheap and easy, but can result in an expectation of almost instantaneous reply.

Our first priority at Huish Episcopi is to deliver high quality teaching and learning. On any one day, a teacher will have a plethora of demands on their time including up to 5 lessons of teaching, tutor time, lunch duty and after school meetings or clubs. Teachers cannot and are not expected to monitor and manage their email inbox during lessons or at other times of the day when they should be planning and preparing for lessons, assessing student work or carrying out school duties.

- Email addresses for subject areas, House Heads and Senior Leaders are available on the Academy website. There is also a general admin email address if you are unsure who to contact (office@hea.ac.uk)
- Within 48 hours you will receive an acknowledgment of your email (during term time but not over a weekend).
- Within 5 working days you will receive a response either in writing or by telephone. This may include informing you that more time is required to provide a full response. In which case you should be given an indication of when a full response will be sent.
- Whilst we understand that parents may compose emails at any time, Academy staff will not be expected to monitor or respond to emails outside of their normal working hours (including weekends and published academy holidays).
- If a member of staff is not able to deal with the email directly, it will be passed to another appropriate person.
- Whilst it is rare, if a member of staff receives an email which is of an aggressive tone, sets unreasonable demands or could be interpreted as harassing, they will refer this to a senior manager.