

CSB/LFA

29th November, 2019

Dear Parents/Carers

Re: Communication

Some of you have been in touch to let us know that you have not been receiving communications that have been sent out from Central Academy. Therefore, I am writing an old-fashioned letter that will be posted to most of you! This problem with communication has caused frustration for you and for us. I have looked into the ways the Academy communicates with parents (via Insight, school website, letter and email) and have been advised that:-

- Sometimes emails sent from the Academy may end up in a parent/carer's junk or spam mail depending on how their email provider filters bulk emails
- For some reason, at times our emails are not reaching all of you

In addition, whilst we would like to improve the platforms we are using, there is a strong possibility that United Learning will be changing the platforms used across all schools over the next year so we will have to wait until we have clarity on this before we are able to change anything. In the meantime, we would like to do two things to improve our communication:

1. Ask you to complete and return the enclosed Parent / Carer contact details form as soon as possible so that we can check all the details we have on you are up to date
2. Every time we send you a letter from the Academy that is sent to a large group of parents/carers (e.g. the newsletter, a letter to a whole year group etc.) we will send a text message asking you to also check the website. That way, you will know to either expect an email/letter or you can read it on the website

In addition, some parents/carers have told us of their frustration when they call the school and are unable to speak to someone. Therefore, we are looking at the way our phone system works and from the beginning of December we hope that you see some improvement in the way you are able to talk to us over the phone.

I apologise for the current difficulties and thank you for your patience as we sort them out.

Yours sincerely

A handwritten signature in purple ink, appearing to read 'C Bacon', written in a cursive style.

Miss C Bacon
Principal

Parent / Carer Contact Details

Surname: _____

Forename: _____

Middle Names: _____

Chosen Name: _____

Date of Birth: _____

Gender (F/M): _____

Address: _____

Postcode: _____

Home Tel No: _____

Ethnic Origin: _____

Home Language: _____

Religion: _____

Email: _____

Please complete a minimum of two emergency contacts

Contact priority 1

Surname: Title:

Forename:

Day Tel No:

Day Place:

Home address:

..... Postcode

Home Tel No:

Email address:

Parental
Responsibility (Y/N) Relation

Contact priority 2

Surname: Title:

Forename:

Day Tel No:

Day Place:

Home address:

..... Postcode

Home Tel No:

Email address:

Parental
Responsibility (Y/N) Relation

Contact priority 3

Surname: Title:

Forename:

Day Tel No:

Day Place:

Home address:

..... Postcode

Home Tel No:

Email address:

Parental
Responsibility (Y/N) Relation

Contact priority 4

Surname: Title:

Forename:

Day Tel No:

Day Place:

Home address:

..... Postcode

Home Tel No:

Email address:

Parental
Responsibility (Y/N) Relation