

6 March 2023

Dear parent/carer

Following parent feedback about the difficulties experienced when communicating with the school, I have reviewed our communication practice to ensure we better track and respond to parent enquiries and concerns. Thank you to those parents who have supported us in identifying the difficulties you experience.

At present we share our phone lines with Priory Woods. The phone system has become unable to effectively handle the number of calls the schools receive. This is limiting our ability to answer calls. Over the Easter holidays work will be undertaken to separate the phone network that is shared by the two schools. Then in the summer holidays work will be carried out to implement a new telephone system which will resolve these problems.

We are streamlining our email communication process. Parents too often feel that their emails are not effectively responded to by our staff. I am keen to improve this. In order to allow the senior leadership team to track parent communication and the related staff response, I am requesting that parents do not contact staff directly. Instead I ask that parents use the whole school enquiries email address. This email will be checked daily. Parents will receive a notification that their email has been logged. The Principal's PA will then forward the email to the relevant person in the academy and the enquiries@ormesby.outwood.com. response will be tracked and logged. There will be an expectation that where possible we aim to respond within two working days. If your communication is urgent we would ask you to identify this in the subject box of your email and if it is urgent we will aim to ensure prompt contact is made to ascertain its urgency.

I ask that where possible parents refrain from turning up at reception without an appointment. If you wish to meet with a member of staff please use the enquiries email to request an appointment enquiries@ormesby.outwood.com. I appreciate that parents may need to visit the reception unannounced on occasion. Please be reminded that the school's reception area and its staff should be treated respectfully at all times. I am saddened that too often this is not the case. I thank you all for working with us to ensure it is a respectful and professional space.

Lastly, schools are busy places. It is not always possible to respond to parents' enquiries with immediacy during the school day. However, I acknowledge we must improve our communication processes so that all enquiries are logged and responded to in a timely manner. I hope our changes and the future improvement of our phone system will go a long way to resolving the frustration you have experienced.

We are committed to improving our school for our young people and community. I value your support, feedback and patience as we strive to do this.

Yours sincerely,



Mrs Gemma Trattles
Associate Executive Principal