

COMMUNICATION PROTOCOL

The Three Trees Academies



1 Messages from us

If we have a message for a whole class or year group this will come through Parent Pay. If it is an individual message about your child we will ring you or speak to you face to face.



2



Newsletters

Newsletters will come out regularly every two to three weeks. These are a good source of information and contain upcoming dates for school events. They will also be available on the school website.

3 Contacting Teachers

If you wish to contact a teacher, please do this by emailing info@threetrees.risemat.co.uk. Your email will be acknowledged by the office and then passed to the teacher who will respond to you within two working days. Urgent messages can be passed via staff on the gate or at reception but it is unlikely you will be able to speak to the teacher immediately.

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Contacting Leaders

If you wish to contact a school leader, please also do this through the info@threetrees email address. In most cases the classteacher is the best person to go to first as they know your child best.

5 SEND pupils

If your pupil is on the school SEND list and you wish to contact the SENCO please email cpeake@threetrees.risemat.co.uk. She will respond to you within two/three working days.

If you are concerned that your child may have SEND then the classteacher is the best person to speak to first. All SEND pupils will receive a double parents evening appointment in Autumn and Spring.

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