



COMMUNICATION PROCEDURES

At Ackworth Howard we are committed to ensuring that the communications parents/carers have with the school are dealt with robustly and effectively. As such, we have reviewed our communications procedures and corresponding complaints procedures with the Governing Body. Our new procedures will allow your communications to be acted upon swiftly by the person most appropriate to deal with your communication in the first instance.

Please view these procedures in line with the Home School Agreement signed by parents/carers, the school’s complaints policy and the parent code of conduct.

The school office can be contacted between 8:30am and 4pm on weekdays during term time. Outside of these hours, the school has a voicemail system in operation.

Postal Address	Telephone	Email
Ackworth Howard CE School Station Road Ackworth Pontefract West Yorkshire WF7 7HH	01977 612124	admin@howard.wakefield.sch.uk *This is the only email address that communications will receive a response from. We endeavour to respond by the end of the next working day (term time).

Message, Queries, Concerns...	Person to Contact
If you would like to report a safeguarding concern.	Please contact a member of the school’s Designated Safeguarding Lead Team by emailing the school email address, phoning school or by making an appointment. School DSL Team (Mr. Walker, Miss O’Brien, Mrs Tordoff and Mrs Albaya)
If your child is absent from school.	Please notify the school office each day of absence by 9:10am either by telephone (where you can leave a message) or in person. Please note that this notification does not guarantee that absences will be authorised.
If you have a quick message for your child’s class teacher about things such as collection, medical appointments, home learning, lost uniform/equipment etc.	Please inform the office who can pass on your messages at a convenient time for the teachers. You can also fill a message form out at the office if you prefer this to be confidential. Teachers are also available on the playground after school during the week for informal conversations if appropriate.
If you would like to talk about your child’s learning and progress etc.	Make an appointment with your child’s class teacher through the office.
If you are concerned about social behaviours or bullying etc.	Make an appointment with your child’s class teacher through the office or our Inclusion Team, who can support you with these concerns.
If you would like to discuss your child’s special educational needs and/or associated provision.	Make an appointment to meet with the SENDCo through the office.
If you would like to find out about or have a query about extended schools provision (breakfast club, after school club and activity clubs).	Check the school website for information (www.ackworthhowardschool.co.uk). Email or speak to the school office or a member of the wrap around team.
If you have an administrative query such as the online payment system.	Please contact the school office.
If you have a query related to Health and Safety.	Please contact the school office.

If no satisfactory resolution has been found through the above processes, you may wish any concerns to be considered further. Please speak to the school office should this arise.

Following this, any concerns will become a formal complaint in line with stage 2 of our complaints procedure.