



## Ormiston Sudbury Academy

### Communication Guidance

We recognise that clear and timely communication between home and school is of vital importance to ensure the success of every student at Ormiston Sudbury Academy (OSA). We want parents/carers to know that their communication with the school is welcomed and valued. These guidelines are provided for clarity.

OSA uses different methods of communication and will always aim to use the most efficient and straightforward way to communicate. Our primary method of communication is currently Go 4 Schools (G4S). From September 2026, we will transition to using Arbor.

Communication on issues that affect the safety of a student will be treated as a priority. The academy holds emergency contact details for all students. Families are asked to alert the academy immediately if contact information needs to be revised.

We would like to thank the families who maintain respectful communication and relationships with the school. We are grateful to these families for their understanding of staff workload and for working with us in the best interests of their child.

#### **Please be aware of the following important points:**

- The G4S/Arbor app will give students and parents/carers key information: timetable, attendance, homework, rewards, sanctions and detentions.
- Teachers at OSA are in the classroom teaching for over 90% of the working week and will not access their emails during this time and during most of their working day.
- During the working day, our work with our students must be the priority and staff will not be available to meet parents and carers who do not have a pre-arranged appointment or agreement.
- We thank families for updating us about students' attendance. We will not respond directly to absence notifications.

#### **Phone Calls**

- The academy has a full time Receptionist based in the main reception area, who will direct your call to the right person or pass on messages between the hours of 8.30am and 4pm Mondays and Fridays, and 8.30am to 4.30pm Tuesday, Wednesday and Thursday.
- If your message is urgent, please call rather than e-mail.
- **In most circumstances, the Receptionist will take messages only and will be unable to directly respond to your enquiry.**
- Effective telephone communication can sometimes be a problem in an academy, where teachers are teaching full-time, running clubs or working with students at lunchtime.
- If you leave a voicemail message, it **will** be picked up. The system is effective.
- Thank you for alerting us to student absence via e-mail or voicemail (Option 1) We prefer to have this information before 8:30am and on every (subsequent) day that a child is absent. If we have no communication about an absence, it is logged as unauthorised by default.<sup>1</sup>
- Families may be frustrated if they feel that a message does not get an immediate reply, when in fact there has been no available opportunity for the member of staff to reach a telephone to return a call.
- The Principal has directed OSA staff **not to respond** to abusive, demanding or inappropriate phone calls. Put simply, if communication to staff is unpleasant or unreasonable, the call will be ended.
- Abusive communications will not be tolerated. Senders of such messages will have action taken against them which will limit their communication options with the academy.

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<sup>1</sup> Please see the Attendance Policy on our website for full details about absence reporting and recording.

## Email communication

The primary method of communication will remain Go 4 Schools until further notice. A range of e-mail addresses for different aspects of school life can be found below.

The following points are made to ensure that there are clear and shared expectations between school and families:

- E-mail should not be used to communicate with the school in the event of an emergency.
- During the day, OSA staff are fully occupied in teaching, planning and preparing lessons and dealing with the students. Staff will do their best to acknowledge your e-mail **within 2 school days of its receipt wherever possible.**
- The first response to an e-mail may simply be to acknowledge receipt and may not be to respond directly to the enquiry until further time has enabled answers and details to be found.
- If you have an enquiry or are unsure of who is best to address your enquiry to, please e-mail [contact@ormistonsudbury.co.uk](mailto:contact@ormistonsudbury.co.uk) or you can contact the academy by phone on 01787 375131 and chose the appropriate option.
- The recipient of your e-mail may well redirect it to a more appropriate colleague who will assume responsibility for following up your enquiry.
- Responses to e-mails sent to multiple recipients can sometimes be delayed as staff don't know who is expected to respond. It is helpful if you clearly direct your e-mail to one member of staff, even when copying other people in.
- E-mails received outside of school working hours will not be considered to have been received until the next working day.
- OSA staff are not required to respond to e-mails in the evenings, at weekends or in the holidays. However, some staff may choose to manage their workload by e-mailing in these times as it is convenient for them.
- E-mail correspondence, although convenient, can sometimes be an unsuitable medium for a staff response to your enquiry, so colleagues may well contact you via phone or suggest arranging a meeting if this is preferable to responding at length via e-mail.
- With over 700 students in the school, you will appreciate the volume of e-mail traffic that might be generated by sharing these e-mail addresses. OSA staff's main responsibility is to the working operations of the school and responding to emails is not an urgent priority for managing the day to today life of the school.
- Students should always use their school e-mail address when communicating with staff.
- Security settings mean that inappropriate or spam like e-mails will likely be held in quarantine and never reach the recipient, so reaching out via telephone in the event an e-mail goes unacknowledged after two school days would be advised.
- The Principal has directed OSA staff **not to respond** to abusive, demanding or inappropriate e-mails.
- Abusive and/or malicious communications will not be tolerated. Senders of such messages can and will be traced and action will follow.

Useful e-mail addresses:

General Enquiries	<a href="mailto:contact@ormistonsudbury.co.uk">contact@ormistonsudbury.co.uk</a>
Attendance	<a href="mailto:absence@ormistonsudbury.co.uk">absence@ormistonsudbury.co.uk</a>
Safeguarding	<a href="mailto:eprice@ormistonsudbury.co.uk">eprice@ormistonsudbury.co.uk</a>
SEND	<a href="mailto:kjacques@ormistonsudbury.co.uk">kjacques@ormistonsudbury.co.uk</a>
Complaints	Please follow the policy on our website
Head of Year 7	<a href="mailto:nbloom@ormistonsudbury.co.uk">nbloom@ormistonsudbury.co.uk</a>
Head of Year 8	<a href="mailto:lwarden@ormistonsudbury.co.uk">lwarden@ormistonsudbury.co.uk</a>
Head of Year 9	<a href="mailto:kwebster@ormistonsudbury.co.uk">kwebster@ormistonsudbury.co.uk</a>
Head of Year 10	<a href="mailto:lbrundle@ormistonsudbury.co.uk">lbrundle@ormistonsudbury.co.uk</a>
Head of Year 11	<a href="mailto:cnorman@ormistonsudbury.co.uk">cnorman@ormistonsudbury.co.uk</a>

**Pastoral Managers:**

Mrs M Newell	mnewell@ormistonsudbury.co.uk
Mrs C Hingston	chingston@ormistonsudbury.co.uk
Mr O King	oking@ormistonsudbury.co.uk
Mrs C Barrett	cbarrett@ormistonsudbury.co.uk

**Requesting a meeting**

Parents and carers wishing to meet a member of staff must contact the academy to make an appointment and should be aware of the following key points:

- The academy will always aim to acknowledge a request from parents and carers on working days only, in term time only, and with the best aim of within 48 hours. Please be aware that staff will not be expected to respond outside of normal working hours. If you send a message or communication outside of our academy hours, it is very unlikely to be accessed.
- Staff may contact families to see if a query can be answered without the need for an appointment. An appointment will be made with the most relevant member of staff, which is likely to be a member of the pastoral support team, a Head of Year or a Head of Faculty.
- Please be aware that Heads of Years and Heads of Faculty are teachers and therefore will be unlikely to be able to meet you during the school day without significant advance notice.
- **We cannot and will not accommodate unarranged appointments.** Therefore, if a parent/carer comes into the academy and asks to see a member of staff, it is most likely that this member of staff will be following their work schedule and will be supporting the students of the academy.
- Parents and carers who arrive to the academy requesting an unarranged appointment will be directed to leave the site and book an appointment for a mutually convenient time.
- Time is precious to both parents/carers and staff, so the meeting will aim to be productive and efficient.
- We do not permit the recording of any meetings under any circumstances.
- Staff will end a meeting immediately in the event of any person present becoming angry or abusive. This will be reported immediately to a member of the Senior Leadership Team. If a visitor has been abusive or aggressive, the police may be contacted. Any unacceptable behaviour may lead to a warning or ban from the premise; both will be communicated by letter.
- If a parent or carer wishes to bring another adult to an academy meeting for support or to act as an interpreter, they must notify the academy that they are bringing this adult to the meeting in advance and indicate who they are, or they will not be granted access to the meeting room. We will not accept solicitors or legal professionals, acting for clients, as an accompanying adult.

**Estranged / separated parents**

- All communication is accessible by first and second named contacts via G4S. This usually means that both parents/carers can see key information about their child. From September 2026, parents who maintain parental responsibility, but are not first or second contact, should be able to access information via Arbor.
- Please be aware that staff do not have the capacity to ring two sets of parents to repeat messages, to meet with two parents separately about a concern, or to see two sets of parents separately at parents' evening. However we do endeavour to ensure that requests for copies of reports and attendance data are met.

We thank all families for their ongoing support.