

To: Parents/Carers of Year 7-13 Students

Our Ref: 87923562

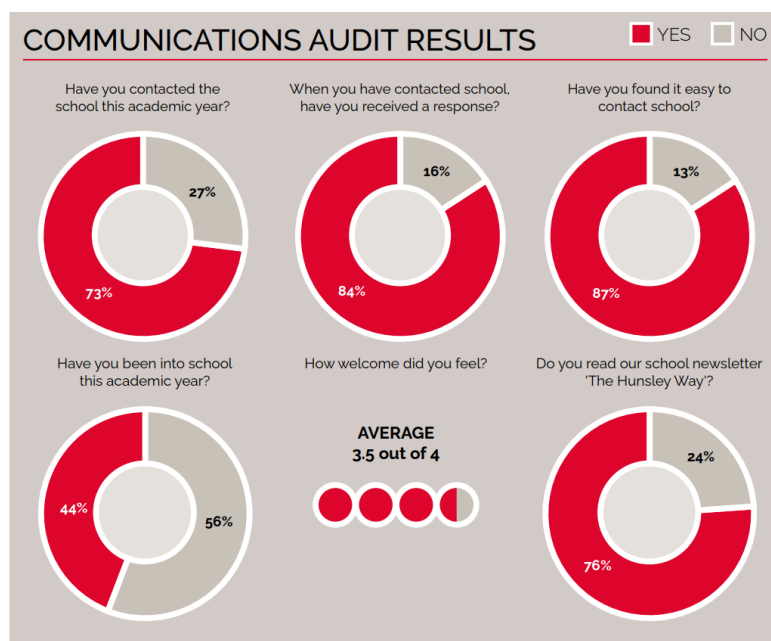
28 March 2025

Dear Parent/Carer,

Re: Communication Survey Follow-up

I hope this letter finds you well.

The most recent edition of The Hunsley Way contained a summary of the results from the communication survey which we hope you found informative. We were delighted to receive 498 responses and appreciate parents/carers taking the time to respond. For those of you who missed the summary, here it is:



Having read all of the free-text comments and discussed potential solutions and suggestions, we are now in position to respond further. Therefore, accompanying this letter is a 'you said/we will' document which addresses each of the recurring points raised.



The Education Alliance (operating as South Hunsley School and Sixth Form College) is a charitable limited company registered in England and Wales No. 7542211 whose registered office is at the above address.

Furthermore, we thought it might be useful to share with you The Education Alliance's expectations for communications between home and school which we have also reshared with staff. Below is a key extract but the full policy is available on The Education Alliance website.

As a trust, our priority is to deliver high quality teaching and learning alongside comprehensive pastoral support. We do not expect staff to continuously monitor and manage their inbox during lessons or at other times in the day. This is why we ask that all correspondence goes via a central point in each of our schools rather than directly to the member of staff. The central point of contact is then able to triage the correspondence and ensure that anything urgent in nature is dealt with swiftly. The below sets out our expectations in how we respond to communications received into the trust:

- *All communication must respect the dignity of the recipient.*
- *A telephone call will be acknowledged **within 48 hours** (during term time but not over a weekend). A different member of staff may return your call due to availability or if they are better placed to deal with any questions/concerns.*
- *A response to emails **within 72 hours** either by telephone or in writing (including an email). This may include informing the sender that more time is required to provide a full response. If this is the case staff should indicate a timeframe in which a response should be expected.*
- *If a member of staff is not able to deal with the email directly then they will pass it on to the most appropriate person and inform the sender that they have done so.*
- *Staff will not be expected to monitor or respond to emails outside of their normal working hours (including weekends and published school holidays). Whilst parents may compose emails at any time to suit their own needs, we would ask that emails are not normally sent outside of a member of staff's normal working hours. Delayed delivery is an option within most email settings.*

Hopefully, this provides a helpful overview of what you can expect in terms of communication with school and we have made some changes to improve response times in some key areas.

Thank you again for your constructive feedback. I hope you feel that we have listened and responded.

Yours faithfully

A handwritten signature in dark ink, appearing to read 'M Blackledge', followed by a small dot.

Ms M. Blackledge

Headteacher