

## Parent Communication With School Policy

### **1 Purpose**

There are three forms of communication that can be used between parents and the school; face-to-face, telephone or email. Face to face will normally occur when parents have made a specific appointment to talk to a member of staff.

Telephone calls come through the main Reception and will be directed appropriately.

Email is a fast and effective communication tool but parents should be aware that the school has a clear protocol about which members of staff should be contacted and when.

### **2 Who to Email**

#### **2.1 Administration**

Admissions – for queries on new admissions and re-registration:

[admissions@sheffield-school.com](mailto:admissions@sheffield-school.com)

Accounts – for all queries related to payment of fees:

[accounts@sheffield-school.com](mailto:accounts@sheffield-school.com)

Books:

[stores@sheffield-school.com](mailto:stores@sheffield-school.com)

Certificates and reports:

[examofficer@sheffield-school.com](mailto:examofficer@sheffield-school.com)

Transfer Certificates:

[israa.hussain@sheffield-school.com](mailto:israa.hussain@sheffield-school.com)

Transport:

[pre.tsps@gulfpinnacletransport.com](mailto:pre.tsps@gulfpinnacletransport.com)

IT – for queries about Schoology and Tapestry:

[help@sheffield-school.com](mailto:help@sheffield-school.com)

Student care for all matters relating to absence, late into school, request for student leave, appointments:

[studentcare@sheffield-school.com](mailto:studentcare@sheffield-school.com)

Medical Clinic for any medical matters:

[clinic@sheffield-school.com](mailto:clinic@sheffield-school.com)

#### **2.2 Teaching Staff**

There is a defined communication protocol for all communications about academic matters. Any queries should first be directed to your child's class teacher. If you are unable to resolve your query through the class teacher, you should go to the Head of Year and Achievement Leaders.

For most queries, the matter will usually be resolved by the class teacher and Head of Year.

If the matter needs to go further, the Assistant Principals, the Head of Pastoral and then the Vice – Principals will be involved.

The Principal will only be involved if all other members of staff have failed to resolve the issue. Emails sent directly to the Principal will be sent back to the appropriate class teacher. Similarly, emails where the correct communication chain has not been followed will be passed back to the class teacher.

### **3 Emails for Reference**

#### **3.1 Heads of Year**

FS1	Rebecca Sheehan: <a href="mailto:rebecca.sheehan@sheffield-school.com">rebecca.sheehan@sheffield-school.com</a>
FS2	Eileen Riley: <a href="mailto:eileen.reilly@sheffield-school.com">eileen.reilly@sheffield-school.com</a>
Y1	Tanya Allen: <a href="mailto:tanya.allen@sheffield-school.com">tanya.allen@sheffield-school.com</a>
Y2	Naomi Wray: <a href="mailto:naomi.wray@sheffield-school.com">naomi.wray@sheffield-school.com</a>
Y3	Honey Sohaib: <a href="mailto:honey.sohaib@sheffield-school.com">honey.sohaib@sheffield-school.com</a>
Y4	Charlotte McCrossan: <a href="mailto:charlotte.mccrossan@sheffield-school.com">charlotte.mccrossan@sheffield-school.com</a>
Y5	Hannah Wardill: <a href="mailto:hannah.wardill@sheffield-school.com">hannah.wardill@sheffield-school.com</a>
Y6	Darren Flanagan: <a href="mailto:darren.flanagan@sheffield-school.com">darren.flanagan@sheffield-school.com</a>
Y7, Y8, Y9	Lauren Stevens: <a href="mailto:lauren.stevens@sheffield-school.com">lauren.stevens@sheffield-school.com</a>
Y10, Y11	Cristin Thomas: <a href="mailto:cristin.thomas@sheffield-school.com">cristin.thomas@sheffield-school.com</a>
Y12, Y13	Praveena Sudheer: <a href="mailto:praveena.sudheer@sheffield-school.com">praveena.sudheer@sheffield-school.com</a>

#### **3.2 Achievement Leaders**

KS3	Lauren Stevens: <a href="mailto:lauren.stevens@sheffield-school.com">lauren.stevens@sheffield-school.com</a>
KS3 Deputy Leader	Aleksandra Doneva: <a href="mailto:aleksandra.doneva@sheffield-school.com">aleksandra.doneva@sheffield-school.com</a>
KS4	Cristin Thomas: <a href="mailto:cristin.thomas@sheffield-school.com">cristin.thomas@sheffield-school.com</a>
KS4 Deputy Leader	Adam Patel: <a href="mailto:adam.patel@sheffield-school.com">adam.patel@sheffield-school.com</a>

#### **3.3 Assistant Principals**

Primary	Caroline Sheryl Cordeiro Pinto <a href="mailto:caroline.pinto@sheffield-school.com">caroline.pinto@sheffield-school.com</a>
Secondary	Sue Cook <a href="mailto:sue.cook@sheffield-school.com">sue.cook@sheffield-school.com</a>

#### **3.4 Vice-Principals**

Primary	David Goodwin <a href="mailto:david.goodwin@sheffield-school.com">david.goodwin@sheffield-school.com</a>
Secondary	Praveena Sudheer <a href="mailto:praveena.sudheer@sheffield-school.com">praveena.sudheer@sheffield-school.com</a>

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