



## Parent Communication Policy

| School Principal                                                                    | Head of Education                                                                   | Academic Director                                                                     |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Roger Hancock                                                                       | Saher Gilani                                                                        | SH Noora Alkhalifa                                                                    |
| 10/06/24                                                                            |                                                                                     |                                                                                       |
|  |  |  |
| Next Review Due                                                                     | July 2026                                                                           |                                                                                       |

## 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. In addition, the school will advise parents of all upcoming events and information via the iSAMs Parent Portal.

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

| Department   | Queries                                                           | Contact                                                                                    |
|--------------|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Admissions   | New Admissions and Re-registrations                               | <a href="mailto:admissions@sheffield-school.com">admissions@sheffield-school.com</a>       |
| Accounts     | Accounts for payment of fees                                      | <a href="mailto:accounts@sheffield-school.com">accounts@sheffield-school.com</a>           |
| Stores       | Books and resources                                               | <a href="mailto:stores@sheffield-school.com">stores@sheffield-school.com</a>               |
| Examinations | Certificates and Reports                                          | <a href="mailto:examofficer@sheffield-school.com">examofficer@sheffield-school.com</a>     |
| Leaving TSPS | Transfer Certificates                                             | <a href="mailto:israa.hussain@sheffield-school.com">israa.hussain@sheffield-school.com</a> |
| Transport    | School Buses –                                                    |                                                                                            |
| IT           | IT help with Tapestry & MS Teams                                  | <a href="mailto:help@sheffield-school.com">help@sheffield-school.com</a>                   |
| Student Care | Absence, Lateness & Student Leave<br>Appointments to see teachers | <a href="mailto:studentcare@sheffield-school.com">studentcare@sheffield-school.com</a>     |
| Medical      | Medical matters/ Medication                                       | <a href="mailto:clinic@sheffield-school.com">clinic@sheffield-school.com</a>               |

### 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 or form teacher. If you are unable to resolve your query through the class teacher, you should go to the relevant Head of Year.

For most queries, the matter will usually be resolved by the class teacher and Head of Year. If the matter needs to go further, then please contact the Head of Primary / Secondary.

The Principal and Vice-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 Vice Principal.

## Emails for Reference

Head of EYFS: Paige Flowers: [paige.flowers@sheffield-school.com](mailto:paige.flowers@sheffield-school.com)  
Deputy Head of EYFS: Rebecca Sheehan: [rebecca.sheehan@sheffield-school.com](mailto:rebecca.sheehan@sheffield-school.com)

## **Heads of Year**

FS1 Rebecca Sheehan: [rebecca.sheehan@sheffield-school.com](mailto:rebecca.sheehan@sheffield-school.com)  
FS2 Paige Flowers: [paige.flowers@sheffield-school.com](mailto:paige.flowers@sheffield-school.com)  
Y1 Stacey Orford: [stacey.orford@sheffield-school.com](mailto:stacey.orford@sheffield-school.com)  
Y2 Michelle Johnson: [michelle.johnson@sheffield-school.com](mailto:michelle.johnson@sheffield-school.com)  
Y3 Nicole Shrewsbury: [nicole.shrewsbury@sheffield-school.com](mailto:nicole.shrewsbury@sheffield-school.com)  
Y4 Lily Blundell: [lily.blundell@sheffield-school.com](mailto:lily.blundell@sheffield-school.com)  
Y5 George Williams: [george.williams@sheffield-school.com](mailto:george.williams@sheffield-school.com)  
Y6 Charlie Smith: [charlie.smith@sheffield-school.com](mailto:charlie.smith@sheffield-school.com)  
Y7 Sumi Chatterjee: [sumi.chatterjee@sheffield-school.com](mailto:sumi.chatterjee@sheffield-school.com)  
Y8 Sam Witherspoon: [sam.witherspoon@sheffield-school.com](mailto:sam.witherspoon@sheffield-school.com)  
Y9 Lauren Cole: [lauren.cole@sheffield-school.com](mailto:lauren.cole@sheffield-school.com)  
Y10 Nida Sohail: [nida.sohail@sheffield-school.com](mailto:nida.sohail@sheffield-school.com)  
Y11 Dhanya Sasidharan: [dhanya.sasidharan@sheffield-school.com](mailto:dhanya.sasidharan@sheffield-school.com)  
Y12 Usha Menon: [usha.menon@sheffield-school.com](mailto:usha.menon@sheffield-school.com)  
Y13 Aadhya Kesavan: [aadhya.kesavan@sheffield-school.com](mailto:aadhya.kesavan@sheffield-school.com)

## **Senior Leadership**

Head of Primary: Caroline Pinto [caroline.pinto@sheffield-school.com](mailto:caroline.pinto@sheffield-school.com)  
Head of Inclusion: Stephy Abraham [stephy.abraham@sheffield-school.com](mailto:stephy.abraham@sheffield-school.com)  
Head of Secondary: Nikki Upsall [nikki.upsall@sheffield-school.com](mailto:nikki.upsall@sheffield-school.com)  
Deputy Head of Secondary: Scott Graham [scott.graham@sheffield-school.com](mailto:scott.graham@sheffield-school.com)  
Head Exams/Assessment: Mustafa Nisar [mustafa.nisar@sheffield-school.com](mailto:mustafa.nisar@sheffield-school.com)

## **Vice-Principal**

Praveena Sudheer: [praveena.sudheer@sheffield-school.com](mailto:praveena.sudheer@sheffield-school.com)