



Lode Heath School

Lode Lane, Solihull,
B91 2HW
0121 704 1421

www.lodeheath.org.uk

ASSOCIATE HEADTEACHER:
MS L SUDDON

16 May 2019

Dear Parents/Guardian

It is important that we work closely together to enable us to effectively support your child to achieve their best in all aspects of life during their time at Lode Heath School. This close working relationship, coupled with the very positive staff/student relationships, is one of the best things about Lode Heath; despite this and our best intentions, we recognise that we won't always get it right the first time and when that is the case, we want to work with you to resolve any queries or concerns that you have as quickly as possible. To help with this, we have detailed both the ways you can contact us and how we are likely to contact you to help us manage communication more effectively, given how important this is.

We understand that where your children are concerned emotions can run high, but ask that you treat all our staff members with respect at all times. We will not tolerate abuse, aggression or threats, as such behaviours limit our ability to work with you to support your child.

WAYS TO CONTACT US:

First point of contact:

- It is likely that the most appropriate first point of contact will be your child's form tutor, Head of Year or member of the Pastoral team. You can contact them via the office email: office@lodeheath.org.uk or by calling the office on: 0121 704 1421.
- The admin staff will ask you to provide a few brief details to enable them to direct you to the most appropriate person to deal with your query. Unless they categorise your call/email as being an urgent safeguarding concern, we aim to respond to **you within 48 working hours**.
- You can also provide a brief note for the form tutor within your child's planner.

Appointments:

- Please do not arrive at school without a pre-arranged appointment – it is extremely difficult to accommodate parents/guardians without an appointment.

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Reporting an absence:

- An absence should be reported on the **first day** of absence, **before 9.00am**. The number for the absence line is 0121 704 1421, menu option 1 or you can email: absence@lodeheath.solihull.sch.uk
- When reporting an absence, you should state: (1) your child's name, (2) your child's form and (3) the reason for absence.
- If the absence continues for more than one day, you must call daily.
- Upon return, your child must bring with them a note to confirm/further explain the reason for their absence.

Complaints:

- The vast majority of concerns and queries are dealt with and resolved very quickly, as a result of directing you to the most appropriate person in the first place, and so very few escalate to formal complaints. However, should you continue to be concerned, please refer to our complaints policy on the website (Parent information > Policies> complaints policy).
- The Associate Headteacher will not deal directly with queries or concerns – these will be delegated to the most appropriate staff member in the first instance.

Please note that we are unable to receive any incoming text messages, so you should not rely on this as a method of communication.

WAYS WE COMMUNICATE WITH YOU:

Letters:

- Most of our mass communication, like this one, is sent as a letter and is given to students to take home. We usually use social media to alert you that a mass letter is due and copies can also be found on our website.

Social Media/Website:

- General notices are shared via Facebook, Twitter and our website.
- Please follow us to receive these notifications.

INSIGHT:

- Logging onto INSIGHT is something we recommend you do regularly, as it is here that you can read their termly reports, and monitor credits, debits and detentions 'live'.
- We also use INSIGHT for you to book Consultation Evening appointments and to provide preferences for Options subjects in Year 9.
- If you need support in accessing INSIGHT, please contact our IT team.

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Email:

- Our communication with you is increasingly via email.
- Please **make sure that your email address and contact telephone numbers are up to date**. You can do this via INSIGHT using your parental login.
- You also currently receive our newsletters via email.

Telephone:

- If your child is absent, we will telephone to ascertain their whereabouts if you haven't already contacted us via our absence line.
- We will also contact you via telephone if your child is ill or if any concerns occur which require your immediate attention.
- Sometimes numbers are out of date or go unanswered. It is important you keep us informed of any changes and **ensure** we are able to make contact in the unlikely event of an emergency.

Text messages:

- We currently use text message to inform you, as a courtesy, of detentions.
- We also sometimes communicate other general messages in this way.
- From Monday 3 June 2019 we will be using email and will **no longer be using text messages**; therefore it is essential that you ensure your email and other contact details are up to date.

We thank you for your continued support.

Yours sincerely



Ms L Suddon
Associate Headteacher

