

Monday 8th June 2026

Communication update

Dear Parents and Carers,

At Haywood Village Academy, we are committed to maintaining a calm, safe, and respectful environment for pupils, staff, and families. Clear and appropriate communication between home and school is a vital part of this.

This letter sets out our expectations for communication to ensure that all concerns are addressed effectively, while also safeguarding staff wellbeing and maintaining an orderly school environment, in line with Department for Education (DfE) guidance on staff/parent conduct and school behaviour policies. We are grateful for the strong support from you working in partnership with us.

Communication channels:

To ensure that enquiries are directed appropriately and responded to efficiently, please use the following channels:

- **Safeguarding concerns:** Safeguarding email safeguarding@hva.clf.uk or contact via the school office/class teacher
- **Administrative queries:** info@hva.clf.uk
- **SEND enquiries:** laura.lovely@clf.uk
- **Class teacher / teaching team:** teacher email, e.g.: joseph.smith@clf.uk

This structured approach ensures that matters are handled by the appropriate staff member(s) and supports effective safeguarding practice.

Discussion about school incidents or teacher decisions via group Whatsapp/social media channels are not advised. They often steer away from factual information and hinder the school's ability to respond in a transparent and proportionate manner.

Response Times:

In line with reasonable expectations for staff workload and wellbeing:

- Please allow up to 48 hours (during term time) for a response to communication requests, if via email.

Staff will respond as promptly as possible but are not expected to respond immediately or outside of working expectations.

Raising Concerns:

To support a clear and fair process:

- Concerns regarding your child's learning, wellbeing, or behaviour should be raised with the class teacher in the first instance.
- Requests for meetings with members of the leadership team must be made via the school office.
- Please allow 48 hours for a response to meeting requests.

This reflects DfE guidance on resolving concerns at the earliest and most appropriate level.

Staff Availability:

- **Teachers** are available on designated days at the classroom door for brief conversations. These times are: Every morning, Tuesdays and Friday pm.
- **Senior leaders** are available each morning on the school gates.

These opportunities are intended for short discussions or to arrange a further meeting where needed.

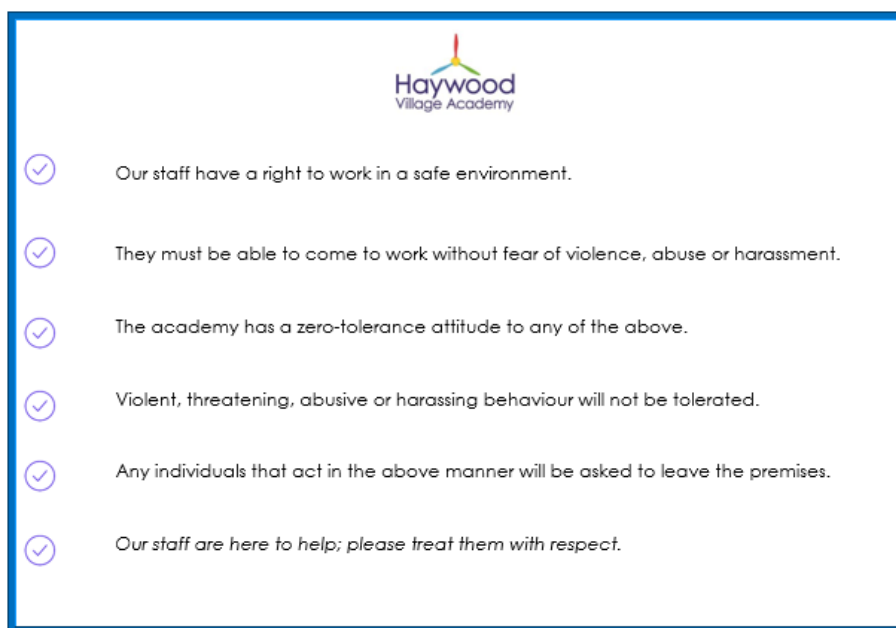
Appropriate Conduct and Use of Time:

- Requests to meet staff should be made in advance using the processes above.
- It is not appropriate to expect immediate face-to-face meetings outside these arrangements.
- If there is an urgent safeguarding concern, please contact the school office or safeguarding email immediately.

There have been isolated occasions, where the following has occurred:

- Demands to speak to staff without notice
- Inappropriate, aggressive, or confrontational behaviour towards staff
- Threats regarding pupil attendance linked to unmet demands
- Refusal to leave the school site when requested

At Haywood Village Academy, we will take a zero-tolerance approach to aggression, abuse, or intimidation towards staff. Such behaviour does not reflect our school values and undermines the safety and wellbeing of our community.



Where expectations are not met:

- Individuals will be asked to leave the school premises
- Incidents will be recorded and may be escalated
- Repeated or serious breaches may result in:
 - Formal restrictions on contact
 - Bans from the school site
 - Police involvement where necessary

Working in Partnership

We remain fully committed to working in positive partnership with parents and carers to support every child's success.

By following these expectations, you help us to:

- Keep children safe
- Keep each other safe
- Protect staff wellbeing
- Give staff the time to address concerns or queries in a proportionate and thorough manner

We thank you for your continued cooperation and support.

Yours sincerely,

Truon Ellis

Principal