



Contacting the Academy

Effective communication between parents and the Academy is essential for creating a supportive and consistent learning environment.

The school day is a very busy environment for all staff. Teachers have full timetables, pastoral staff manage whole year groups of students and admin staff have multiple responsibilities.

Parents can help by ensuring they contact the relevant staff member or department in a reasonable time frame and maintaining a positive, cordial relationship with staff.

This booklet will help direct your communication to the right person or department and provide you with an expected time frame in which to expect a response to a query.



The Academy's phone line is open from 7am – 4:45pm.
Reception is open from 7:30am – 4:45pm

The Academy's phone line is busiest between 7:30am – 9am and again at 2:30pm – 4pm. Please consider whether a phone call is necessary when contacting the Academy during these times.



Email response times are 48 hours to give staff time to work through the many emails received each day and to gather relevant information required to answer your query. Please allow for this when emailing.



Be mindful of making calls or sending emails outside of regular school hours and during holidays.

Attendance

Student absence

If a child is unable to attend school due to illness, parents are expected to contact the Academy by 8am.

Parents will need to:



Call the Academy on 020 8222 6000 and press Option 1 to leave a voice message with child's full name, year group and the reason for their absence, or;



Email attendance on attendance@hammersmithacademy.org with child's full name, year group and the reason for their absence.



Parents need to notify the Academy each day of their child's absence.



If parents do not notify the Attendance Officer of their child's absence by 9am, they will receive a text message saying their child is not in school.

Appointments

There may be occasions where a child needs to leave the Academy early or miss a reflection at the end of the school day because they have an appointment.

If this is the case parents will need to do the following:



1. Email or call the attendance line to leave a message.

State clearly the reason for the appointment and the time your child is required to leave and whether they will be collected or signing out by themselves.



2. Evidence – Attach evidence of the appointment by email or by giving it in at reception.



3. Please give at least 24 hours' notice to attendance.

Special leave

On very rare occasions, students may need to take leave during term time. This will need to be formally requested by parents and agreed by the Headteacher.

To make a request, parents will need to do the following:

1. Request a form from Attendance Officer.
2. Submit form with required evidence, at least 2 weeks in advance.
3. Await confirmation of leave from Headteacher.

Non-urgent



For routine enquiries or updates, **email is preferred**.



Please allow **up to 48 hours** (two working days) for staff to respond to emails, return telephone calls and reply to voicemail messages. This allows staff sufficient time to manage the volume of enquiries received each day and, where necessary, gather the relevant information to provide an accurate and helpful response.

Reflections

We will aim to notify parents via text notification of their child's reflection to be sat on the day by 2:30pm. Parents are encouraged to use Satchel One & SIMs Parent App to see achievement and behaviour points logged in real-time.

If a child is unable to sit a reflection on the day, parents must call in with the reason (evidenced if required) **before 3pm**. Requests made after this time will not be accommodated.

Contacting the Pastoral Team

Parents may wish to contact a member of the Pastoral Team to discuss pastoral matters relating to their child. Please do so by emailing the Pastoral Team directly and they will respond accordingly.

Contacting a teacher

Parents are welcome to contact their child's teachers if they wish to discuss academic matters. Please do so by emailing the teacher who will respond accordingly.

General Queries

For general queries, parents are welcome to send an email to the following relevant inboxes:

- Non-specific queries - info@hammersmithacademy.org
- Finance queries - finance@hammersmithacademy.org
- Exam queries - datateam@hammersmithacademy.org
- Medical queries - medical@hammersmithacademy.org
- Attendance queries - attendance@hammersmithacademy.org
- SIMS Parent App support - sims@hammersmithacademy.org
- SatchelOne support - satchelone@hammersmithacademy.org



SIMS Parent App
Follow your child's progress

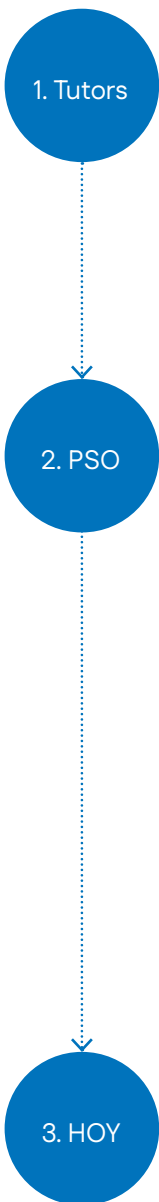
SIMS Parent App allows parents to see their child's data in real-time including:

- Attendance
- Achievement & Behaviour points
- Timetable
- Reports



Pastoral staff

School pastoral staff play a crucial role in supporting the emotional, social, and academic wellbeing of students. Their responsibilities encompass a wide range of tasks, from providing guidance to managing student behaviour and fostering a positive school environment. Due to the diverse and demanding nature of their work, their time is highly valuable and often stretched. By adhering to the communication system outlined below, we can ensure that their time is used efficiently and that responses to concerns and inquiries are provided in a timely manner.



1. Tutors

Tutors

Tutors are the first point of contact for daily, everyday matters, for example informing of missing uniform/school items, querying sanctions or peer group relations. Tutors provide Personal, Social, and Emotional education through the PSHE programme, and character development through the HA7 programme. If you are unsure of who your child's tutor is, please email info@hammersmithacademy.org.

2. PSO

Pastoral Support Officer

Pastoral Support Officers (PSOs) are responsible for overseeing the day-to-day guidance and support provided to students by working with tutors. Parents can contact the PSO for pastoral matters that are beyond the scope of the tutor.

- Year 7 Pastoral Support Officer - PSO7@hammersmithacademy.org
- Year 8 Pastoral Support Officer - PSO8@hammersmithacademy.org
- Year 9 Pastoral Support Officer - PSO9@hammersmithacademy.org
- Year 10 Pastoral Support Officer - PSO10@hammersmithacademy.org
- Year 11 Pastoral Support Officer - PSO11@hammersmithacademy.org
- Sixth Form Pastoral Support - 6FPastoral@hammersmithacademy.org

3. HOY

Head of Year

The Head of Year (HOY) has overall pastoral responsibility of your child's year group. They collaborate with tutors and teachers to monitor academic progress and attainment.

- Head of Year 7 - HOY7@hammersmithacademy.org
- Head of Year 8 - HOY8@hammersmithacademy.org
- Head of Year 9 - HOY9@hammersmithacademy.org
- Head of Year 10 - HOY10@hammersmithacademy.org
- Head of Year 11 - HOY11@hammersmithacademy.org
- Head of Sixth Form - 6FPastoral@hammersmithacademy.org

Urgent matters



These are matters which require a more immediate response and parents are advised to call in to speak to reception who will guide on the best course of action.

For more urgent matters or sensitive discussions, a phone call or face-to-face meeting may be more appropriate.

Safeguarding

Calls regarding the safety of students will be treated with utmost priority. Parents who have concerns over the safety of a child should call the Academy and ask to speak with a member of the Pastoral Team.

Emergency messages

On the rare occasion that a parent needs to leave a student an urgent message, they must do so by calling and speaking to reception.

Please only use this option as a matter of urgency as this is very disruptive to both students and staff.



We ask parents **not to contact their child directly** by mobile phone as students are expected to have their phones turned off and in their Yondr pouch when at school.

Respecting Staff

Effective communication between parents, students, and school staff is essential for fostering a positive and productive learning environment. School staff dedicate their time and expertise to support students' academic and personal growth, and they deserve to be treated with respect and professionalism.

We ask all parents to follow our charter of respect when in contact with staff.

Choose Appropriate Communication Channel

Consider the nature and urgency of your message when selecting the most suitable form of communication.

Use Clear and Polite Language

Maintain a professional and courteous tone in all communications. State clearly your concerns or questions and seek collaborative solutions.

Respect Staff Availability

School staff have busy schedules with multiple responsibilities, including teaching, planning, and administrative duties. Be mindful of their time and avoid sending messages or making calls outside of regular school hours or during holidays.

Collaborate for Solutions

Approach communication with a collaborative mindset. View school staff as partners in your child's education and work together to find solutions that address concerns and promote positive outcomes.

Respect Differences in Opinion

It is natural to have differing opinions or perspectives on educational matters. Approach disagreements with respect, avoiding personal attacks or labelling. Engage in open and respectful dialogue to explore common ground and reach mutually agreeable solutions.

Address Concerns Promptly

If you have concerns about your child, address them promptly and professionally. Follow the Academy's established communication protocols to ensure your concerns are heard and addressed appropriately.

Acknowledge Staff Efforts

Recognise and appreciate the hard work and dedication of school staff. A simple expression of gratitude can go a long way in fostering positive relationships and demonstrating your respect for their efforts.

Contact Us

Hammersmith Academy

25 Cathnor Road, London W12 9JD

T: 020 8222 6000

E: info@hammersmithacademy.org

W: hammersmithacademy.org

