

September 2026

Parental Contact

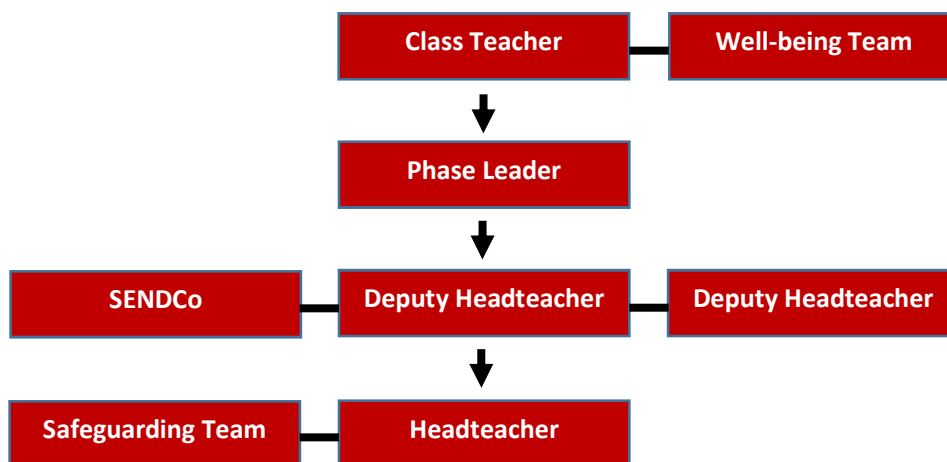
Dear Parents and carers

At Beecroft Academy, we pride ourselves in having regular, successful communication with families. There will be occasions when you need to contact school staff to ask a question, raise a concern or discuss an issue regarding your child. We welcome these conversations and know how valuable they are in supporting our pupils in their educational journey at Beecroft.

In order to ensure that we are able to respond to parental communication in an appropriate and timely manner, we request that parents contact their child's class teacher in the first instance. Class teachers have the most informed overview of each child in their class and will therefore be best equipped to support. They will be able to direct your communication to a suitable member of staff if they are not able to address it themselves.

If communication is directed to other members of staff, this will be redirected to class teachers if they are able to respond. Emails sent directly to the Senior Leadership Team (including me as Headteacher) will also be redirected to other staff members if they are able to offer suitable support.

The following flow chart shows how support is provided:



Following this process will enable us to deal with all parental contact in an appropriate and timely manner. Thank you for your support in this matter.

Yours sincerely

Sarah Hughes

Headteacher

Ready, Respectful, Safe