



New Rickstones
Academy
To make our best better

Parent/Carers

Communication Booklet



2009-2010

Contact Information

New Rickstones Academy
Conrad Road
Witham
Essex
CM8 2SD

Tel: 01376 515756

Fax: 01376

Email: contactus@newrickstonesacademy.org

Website: newrickstonesacademy.org

Extension number for Student Reception: 267





Dear Parent/Carer

Clear lines of communication are vital in all institutions but particularly important in education when we need to constantly safeguard our students and effectively communicate their learning.

By the end of our first year as an academy, I felt that we should review our different forms of communication and, prior to our second year, provide a definitive guide to our communication processes so that all systems are clear. Hence, this guide.

Please do not hesitate to contact us if there are any areas about which you require more clarification.

Best wishes

J.GILLARD
Principal



Mr J Gillard
Principal



Mr R Pulman
Vice Principal
Student Support



Mr D Zeffie
Vice Principal
Sixth Form &
Improvement Projects



Dr C Drane
Vice Principal
Teaching & Learning



Mr N Long
Vice Principal
Curriculum



Mr J Rooney
Asst Vice Principal



Mr J Cross
Asst Vice Principal



Mrs W Bower
Asst Vice Principal



Mr M Eden
Asst Vice Principal



Mr A Howell
Asst Vice Principal



Mrs S Wright
HR Manager
PA to Principal



Mr K Hiscox
VLE
Leadership Team



Mr M Slatter
Extended Schools &
Accelerated Learning
Leadership Team



Mr M Wright
Head of Year 7&8



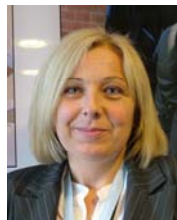
Ms J Peters
Head of Year 9



Mr A Hobbs
Head of Year 10



Mrs C Mott
Head of Year 11



Mrs S Adair
Zone Manager



Mrs D Austin
School Counsellor

**People to communicate with
at New Rickstones Academy**



Initial Contact

Contacting Tutors or Class Teachers

Phone:

Phone Reception and say your name, your child's name and the reason for your concern/enquiry.

This will be passed to the person requested and you will receive a call back within 24 hours.

Email:

Contact Reception as above, say you would like email communication and give your email address.

This will be passed to the person requested and you will receive a reply back within 24 hours.

Alternatively you can contact us via email on -
contactus@newrickstonesacademy.org

Letter:

Please address letters to the member of staff concerned. If you would like a response by phone this will be done in 24 hours, however if you would like a response in writing this will take longer.

In Person:

Please call in at reception and say your name, your son/daughters name, who you would like the appointment with, and the reason for your request.

This request will be logged and our policy is to give you an appointment within 24 hours, for a meeting to take place within 3 working days. Please follow the initial contact line;

Form Tutor → HOY → Vice Principal → Principal
Class Teacher → HOD → Vice Principal → Principal

Complaints:

If you have followed the line of communication and are still unhappy with the result, please contact Sue Wright, HR Manager and you will be sent the New Rickstones Academy complaints procedure.

Satisfaction:

If you would like to congratulate any member of staff on the way you or your child has received outstanding treatment, please call/email/fax or write to Sue Wright, HR Manager giving details and this will be passed on to the member of staff.



Parent/Carer Groups:

Academy Community Friendship Group

- A parent/carers group putting the 'fun' into fundraising and other Academy activities.
- All parent/carers are most welcome. Contact Sandra Adair at New Rickstones Academy

Parent Voice

A group looking at issues across the Academy, meeting once a term. A way to put your views forward. Contact Bob Pulman, Vice Principal Student Support and Behaviour or ask for a form from Student Reception.

Parent Governor:

If you would like to become a parent Governor or know more about being a Parent Governor, please contact Sue Wright, HR Manager at New Rickstones Academy.

Community Courses at New Rickstones Academy:

Please see our Community Brochure for information on all courses offered.

FAQs:

Can we help with a problem outside the Academy?

Yes if it affects your child's well being. Depending on the situation we can contact outside support agencies.

I have concerns about Facebook/internet etc, what should I do?

Please make the Academy aware, we may be able to trace some incidents.

I think my child needs extra help/has special needs?

Contact your child's tutor and it will be presented to the SEN department.

Something is wrong but I don't know what? My child's behaviour has changed but I don't know why?

Please contact your child's tutor. They may be aware of issues which are important to know.

I would like to know how to help my son/daughter with their homework?

Please contact the class/subject teacher and they can go through the assignment with you.



I would like some literacy support?

Please contact Wendy Bower, Assistant Vice Principal.

I would like to ask a confidential medical question?

Please contact your child's tutor and they can pass your contact details to the Academy Nurse.

My child lives in Silver End, does that mean they still have to do after school detentions?

Hopefully your child will not get a detention. However we do take travel into account so Silver End students don't get a detention on a Friday—it will be carried over to the following week.

My child lives in Silver End. Can they have their detentions in their break times?

We do not make any exceptions for after school detentions as it would be unfair to other students.

Why don't I receive Academy News?

Every child receives a copy on Friday afternoon registration to take home. If the newsletter does not make it home we always have spare copies in Community Reception or you can download one from our website www.newrickstonesacademy.org

How can I find out how my child is doing in between Academy reports?

Please contact your child's tutor and they will be happy to discuss.

