

COMMUNICATION AT COOMBESHEAD ACADEMY

PARENTS GUIDE

The aim of this document is to support effective communication between home and school.

Overview:

At Coombeshead we believe in an effective, productive relationship between families and the school. This requires good communication from all parties. An honest, open and transparent dialogue is required to successfully support the children and staff within our care and safeguard their well-being.

Aims:

- To maintain effective, proactive communication systems
- To develop positive working relationships with all families
- To support the development of all students



Methods of communication:

- **Phone:** Please phone the school if you have an urgent or emergency issue to raise. You can phone the main school switchboard where there are a number of options that will put you through to different areas such as the student support office, attendance, Head's PA, etc. If you are not sure who you need you can speak to the school receptionist who will advise you.
- If possible, the receptionist will transfer you to that member of staff however, for teaching staff it is unlikely they will be able to answer during the school day. You can leave a message on their answerphone or with the receptionist and they will get back to you when possible. **Staff will respond to you asap however it may take a couple of days depending on the issue/member of staff.**
- **Emails:** These are often the best form of communication for non-urgent matters as you have a clear trail of what has been discussed. Below is a list of key staff emails and who to contact depending on the issue or concern. Please send your email to just one member of staff, the one you want to respond, but feel free to cc in other staff who need to be aware of the situation. **Staff will respond to you asap, however it may take a couple of days depending on the issue/member of staff.**
- **Meetings:** Meetings can be requested either by families or staff. All parties need to be clear on the purpose of the meeting, come prepared and agree how long the meeting will take. Key actions will be recorded by the school and shared when appropriate.

Unless there is an emergency situation, **please do not arrive at school reception** hoping to see a specific member of staff as it is unlikely that we will be able to accommodate this. Most staff teach and non-teaching staff will have a day of work planned with booked meetings and appointments etc. Please phone/email ahead wherever possible.

Priority response:

Please be aware there will be different response times for different issues for example, for an urgent safeguarding issue there would be an immediate response. For families who would like a discussion around an ongoing homework difficulty this may take a couple of days before you get a response.

Contacts:

Issue/ Concern	Staff to be contacted	Contact details
General queries	Main Reception Linda Clark	01626 201800 welcome@coombesheadacademy.org.uk
Pastoral Behaviour support	Student Support Team SSO Manager <i>Andy Balsdon - Deputy Head</i>	Year 7 – Ellie.German@coombesheadacademy.org.uk Year 8 – Kimberley.Routledge@coombesheadacademy.org.uk Year 9 – Natalie.Macfarlane@coombesheadacademy.org.uk Year 10 – Alison.Massey@coombesheadacademy.org.uk Year 11 – Bethan.Griffiths@coombesheadacademy.org.uk Natalie.beeks@coombesheadacademy.org.uk Andrew.Balsdon@coombesheadacademy.org.uk
Academic concerns or Tutor groups	Year Team Leaders <i>Andy Balsdon - Deputy Head</i>	Year 7 – Gordon.Stevenson@coombesheadacademy.org.uk Year 8 - Ryan.Hanauer@coombesheadacademy.org.uk Year 9 – James.Doxford@coombesheadacademy.org.uk Year 10 – Lenita.Turk@coombesheadacademy.org.uk Year 11 – Eleanor.Patrick@coombesheadacademy.org.uk Andrew.Balsdon@coombesheadacademy.org.uk
Teaching and learning	Curriculum Team Leaders <i>Tom Graham – Deputy Head</i>	English – Lauren.Jacques@coombesheadacademy.org.uk Maths – Joanna.Williams@coombesheadacademy.org.uk Science – Ruth.Marsh@coombesheadacademy.org.uk History – Catherine.Joyce@coombesheadacademy.org.uk Geography – Clare.Kingscott@coombesheadacademy.org.uk PE - Jamie.Tripcony@coombesheadacademy.org.uk Food – James.Thomas@coombesheadacademy.org.uk Creative Arts- Sam.Eyre@coombesheadacademy.org.uk Performing Arts- Andrew.Tyner@coombesheadacademy.org.uk Languages – Anna.Stewart@coombesheadacademy.org.uk Computing/IT – Beth.Ousy@coombesheadacademy.org.uk Tom.Graham@coombesheadacademy.org.uk
Attendance	Nicky Archard – Attendance Lead	The best way to report absences is: 1. Class Chart 2. My child at school App 3. Phone call 01626 201800 and pick the attendance option attendance@coombesheadacademy.org.uk Nicola.Archard@coombesheadacademy.org.uk

Contacts cont:

Issue/ Concern	Staff to be contacted	Contact details
SEN	<p>Clare Bamford – Assistant Headteacher and SENDCo</p> <p>Lisa Hughes – Assistant SENDCo</p>	<p>Clare.Bamford@coombesheadacademy.org.uk</p> <p>Lisa.Hughes1@coombesheadacademy.org.uk</p>
Safeguarding	<p>Student Support Team</p> <p>Jo Chappell – Assistant Head</p>	<p>See email details on page 2</p> <p>Jo.Chappell@coombesheadacademy.org.uk</p>
Exams	Dominica Sinclair	Dominica.Sinclair@coombesheadacademy.org.uk
Options Process	James Thomas – Assistant Head	James.Thomas@coombesheadacademy.org.uk
Sixth Form	<p>Andy Davis – Associate Assistant Head</p> <p>Stan Lezemore – pastoral and attendance</p>	<p>Andrew.Davis@coombesheadacademy.org.uk</p> <p>Stanislava.Lezemore@coombesheadacademy.org.uk</p>
Head's Office	<p>Caroline Battong – Head's PA</p> <p>Helen Coulson – Headteacher</p>	<p>Caroline.Battong@educationsouthwest.org.uk</p> <p>Helen.Coulson@coombesheadacademy.org.uk</p>

Expectations around communication:

It's important for students that the school and families work closely together in a polite and positive way to enable them to get the correct message that supports them moving forwards.

We are always keen to communicate with parents in order to resolve issues as they arise and understand at times this can be difficult and stressful. However, we will not accept rudeness, aggression or using poor or threatening language or behaviour. This includes communication by phone, email, in person or on social media.

Following an incidence of poor communication from any member of the Coombeshead community, it may be necessary to put actions into place that enable all parties to return to a positive standing. This could be only having prearranged visits to school, using one point of communication or in worst case scenarios we may refuse people access to the site for a period of time. We hope it would never get to this point.

When the process doesn't work:

Even with all good intentions sometimes things go wrong which can lead to frustration and upset. If you have contacted a member of staff and, they have not responded, can you please do the following:

- If you haven't had a response in 48 hours, please contact that person again.
- If you do not get a response in an additional 48 hours then please escalate that to the Senior Leadership Team. These staff are highlighted above.
- If you still cannot resolve the issue or get a response, please contact the Headteacher Helen Coulson via her PA Caroline Battong – details highlighted above.

We always endeavour to work closely with all our families and hope this gives some more communication about effective communication.



Updated October 2025