

# Communication Samuel Whitbread Academy



Welcome to Samuel Whitbread. Communication is key to supporting our young people to being the best that they can be. Here are all the ways that we can communicate with each other.

## How you can contact the school:

You will be able to find important information on our website [www.samuelwhitbread.org.uk](http://www.samuelwhitbread.org.uk)









You can ring us on 01462 629900 between 7.45 and 4.30, Monday to Friday. You can leave a message if we are busy, or it is out of hours.

You can email any member of staff. Our email addresses are [initialsurname@bestacademies.org.uk](mailto:initialsurname@bestacademies.org.uk), so Mr Rowell is [trowell@bestacademies.org.uk](mailto:trowell@bestacademies.org.uk) for example, and you can find a list of all staff on our website.

We also encourage students to make contact with their teachers. To enable this to happen openly they each have a @mybest.org.uk email address, which they should use to contact their teachers about their work.

If you would like to meet a specific member of staff in person, please phone or email in advance and make an appointment.

## How we will contact you:

	<p><b>Parentmail</b> – the majority of messages to parents will come from Parentmail. We will send you a link so that you can register to receive messages, either via email or the Parentmail App. We will also use this to ask you to fill in forms for visits for example, and to pay for things like school dinners and trips.</p>
	<p><b>In-Touch</b> – This is how we will send you your child's school reports, exam information and timetables. You don't need to sign up for anything; messages will be emailed to you.</p>
	<p><b>School Newsletter</b> – This will be sent as an email, approximately every two weeks, and includes useful information, updates from year teams and good news stories about clubs, sports and the arts.</p>
	<p><b>Social Media</b> – Our Facebook and Twitter accounts are used to broadcast news and events about the school, department events, clubs and activities. We will not reply to messages sent to us on Social Media, so please send an email if you require a response.</p>
	<p><b>Email</b> – Individual teachers will send you messages directly from their email account if they need to.</p>
	<p><b>Show my Homework</b> – We will set all homework on Show My Homework. You will be given login details when your child starts in year 9</p>
	<p><b>Text Messaging</b> - We will use this for emergency announcements such as school closures, and for quick reminders about attendance.</p>
	<p><b>Phone</b> – We will phone when we can, during normal working hours.</p>

We will do our best to reply to a voice message or email within 24 hours.

We take safeguarding very seriously, so please be understanding if we protect young people by refusing to give out any information over the phone or by email.

There is information in each newsletter regarding unsubscribing from our communications. Please do get in touch with Mr. Rowell ([trowell@bestacademies.org.uk](mailto:trowell@bestacademies.org.uk)) if you would like to discuss this further.