



School Communication Pathway

At Tudor Grange Primary Academy Hockley Heath, we believe in clear, consistent and regular communication between school, parents and carers and external service providers.

Responsibilities of school staff

- To aim to respond to all communications within 5 working days and in a professional manner (please note that some of our staff work part time)
- To keep accurate records of communications with parents/carers and other professionals and follow up with action points within an agreed time frame

Responsibilities of parents and carers

- To communicate with school staff courteously
- To be respectful of the communication pathway and understand that staff may not be able to respond during the teaching day
- To follow up with action points within an agreed time frame

All members of staff, including Tudor Grange Trust Staff and governors can be contacted via our school office.

Tel: (01564) 783161

Email: office@hockleyheath.tgacademy.org.uk

Our school office is open between 8.00am and 4pm, Monday to Friday.

In most cases, your first point of contact is your child's class teacher. If your query requires more specialised information or is more serious, it can be escalated to the relevant member of our Senior Leadership Team.

All safeguarding concerns should be reported immediately to our safeguarding team:

Miss Porter, Mrs Bywater or Mrs Thomas (EY).

Who do I contact?

If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	WHO COULD HELP ME NEXT
My child's learning/class activities/lessons/homework	Your child's class teacher	SENDCo - Mrs King

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	WHO COULD HELP ME NEXT
		Early Years Phase Leader – Mrs Thomas Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
My child's wellbeing/pastoral support	Your child's class teacher	SENDCo - Mrs King Early Years Phase Leader – Mrs Thomas Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
Payments	School office	Principal – Miss Porter
School trips	Your child's class teacher School office	Principal – Miss Porter
Uniform/lost and found	Your child's class teacher	School Office
Attendance and absence requests	If you need to report your child's absence, call: 01564 783 161 If you want to request approval for term-time absence, contact the school office/complete a leave of absence request and submit it to the school office.	Principal – Miss Porter
Bullying and behaviour	Class teacher	Principal – Miss Porter/Deputy

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	WHO COULD HELP ME NEXT
		Headteacher – Mrs Bywater Early Years Phase Leader – Mrs Thomas
School events/the school calendar	Class teacher/School Office	Principal – Miss Porter/Deputy Headteacher – Mrs Bywater Early Years Phase Leader – Mrs Thomas
Special educational needs (SEN)	Your child’s class teacher	SENDCo - Mrs King Early Years Phase Leader – Mrs Thomas Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
Before and after-school clubs or HH	Double H Manager – Mrs Lines School Office	Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
Hiring the school premises	School office	Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
PTA	PTA Lead, contactable via School office	Principal – Miss Porter/Deputy Headteacher – Mrs Bywater

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO	WHO COULD HELP ME NEXT
Governing board	Chair of Governors – Mrs Ladbroke, contactable via School office	Principal – Miss Porter/Deputy Headteacher – Mrs Bywater
Catering/meals	School office	Catering Service, contactable via school office.

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.

<https://www.tgacademy.org.uk/files/2025/07/Complaints-Procedure-v3.0.pdf#complaints-procedure/>