



School Website

Our school website, <https://www.ourladyofgraceacademy.co.uk/> is a wealth of information on life at Our Lady of Grace Catholic Academy including;

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information
- Information about before and after-school provision
- Information about the collegiate and how to contact collegiate staff can be found at [The Newman Catholic Collegiate - Contact \(newmancc.co.uk\)](http://TheNewmanCatholicCollegiate-Contact.newmancc.co.uk)



Why not subscribe to our school calendar which will provide up to date class and whole school events to your own calendar? Please follow the link below to add; <https://www.ourladyofgraceacademy.co.uk/calendar/?calid=1&pid=9&viewid=1>

Inclusion

It is important to us that everyone in our community can communicate easily with the school.

We currently make whole-school announcements and communications (such as email alerts and newsletters) available in the following languages:

English

Parents who need help communicating with the school can request the following support:

- School announcements and communications translated into additional languages
- Interpreters for meetings or phone calls

We can make additional arrangements if necessary.

If you have any specific communication needs, please contact the school office to discuss these.

Our Lady Of Grace Catholic Academy



Communication Information

At Our Lady of Grace Catholic Academy we believe that clear, open communication between the school and parents/carers has a positive impact on pupils' learning, giving parents/carers the information they need to support their child's education and builds trust between home and school, which helps the school better support each child's educational and pastoral needs.

This information is provided to;

- Explain how the school communicates with parents/carers
- Setting clear standards and expectations for responding to communication from parents/carers
- Helping parents/carers reach the member of school staff who is best placed to address their specific query or concern so they can get a response as quickly as possible

In the following sections, we will use 'parents' to refer to both parents and carers.

How will we communicate with parents?

The sections below explain how we keep parents up-to-date with what is happening in school.

Parents should monitor all of the following regularly to make sure they do not miss important communications or announcements that may affect their child.

- **Email** - We use email to send letters home about; termly curriculum information, our monthly newsletter, The Messenger, upcoming school or class events, surveys or consultations, teacher requests and to send invoices for outstanding payments.

Letters are generally emailed on Fridays.

- **Text messages** - We use text messages to inform parents about short notice changes to the school day, emergency school closures, assembly Head teacher awards and outstanding payments. We also use text messages to follow up on absence if an absence has not been reported and we are unable to reach you by telephone.
- **Telephone calls** - We use telephone calls to contact parents in cases of unreported absence, sickness or impactful incidents or accidents.
- **In-app messaging** - The Arbor Parent Portal and Parent App provides us with the opportunity to send in app messages as a form of communication. We are looking to expand the use of in app messaging, so when you download the Parent App, please make sure that you enable push notifications.



Social Media - Facebook

Our Facebook page is used to share the Catholic Life of our school, what our children are doing in school, details of upcoming school events and for us to share opportunities and services in the local area.

Give us a follow!

<https://www.facebook.com/OurLadyofGraceNewman>

How can parents communicate with Our Lady of Grace Catholic Academy?

- **Email** - Parents should always email the school office: office@olognewman.co.uk. If this is for a particular member of staff, please mark it for their attention and the office will forward the communication to them. We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days. If a query or concern is urgent, and parents need a response sooner than this, they should call the school office, 01782 512644, where the issue will be picked up on the same day.
- **Telephone** - If parents need to speak to a specific member of staff about a **non-urgent** matter, they should email the school office and the relevant member of staff will return their call within 2 working days and usually on the same day. Parents should expect the same timescales for a voicemail left on the schools phone. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time, this will be on the same day. We aim to make sure parents have spoken to the appropriate member of staff as soon as reasonably possible.
- **Arbor Parent Portal** - The Arbor Parent Portal can be used to update your child's records, such as changes to address, contact numbers and medical details. You can also view their achievement point record here. Parents can also send in-app messages to the school office via your child's record.

- **Absence** - If your child is absent from school, where possible, please record this via the free Studybugs app;

<https://studybugs.com/about/parents>



Absences may also be reported via email, office@olognewman.co.uk or by calling the school on **01782 512644, option 1.**

All absences should be reported **by 9.30am**, stating the reason for the absence/nature of illness.