

Shared Voices

Our AGS Communication Partnership



At AGS, we believe that when home and school work in harmony, our students truly thrive. Effective communication is the heartbeat of this partnership, ensuring your child feels supported, seen, and encouraged every single day. We treasure the positive relationships we share with our extended **AGS Families**. To help us keep those connections strong and ensure you always reach the right person at the right time, here is a gentle reminder of our communication routes.

Safeguarding Concerns about the safety or wellbeing of a pupil	safeguarding@acklamgrange.org.uk	If you report a concern, you should receive an acknowledgement the same day .
Special Educational Needs	sen@acklamgrange.org.uk	The SEN team will monitor this email in school hours (8.30-4pm). You can expect a response within 48 hours .
Attendance Reporting an absence Providing medical evidence for an absence	01642 277700 option 1 attendance@acklamgrange.org.uk	
Non-urgent matters	Year 7 co2031@acklamgrange.org.uk Year 8 co2030@acklamgrange.org.uk Year 9 co2029@acklamgrange.org.uk Year 10 co2028@acklamgrange.org.uk Year 11 co2027@acklamgrange.org.uk	Student Support teams will monitor this email in school hours (8.30-4pm). If appropriate, your email may be forwarded to your child's tutor. You can expect a response within 48 hours .
Urgent matters Please give as much information as possible to the call taker to enable us to get back to you within the right timeframe. If the call taker deems your enquiry as non-urgent they will direct you to the relevant contact.	01642 277700 acklamgrange@acklamgrange.org.uk	Information will be passed to the relevant member of staff.

To ensure every child gets the right support while maintaining a healthy environment for our staff, we invite our community to follow these guiding principles.

Our Core Values

- ▶ **Mutual Respect:** Every interaction – whether via email, phone, or in person – is built on kindness. We commit to a polite, professional tone and ask that our families do the same.
- ▶ **Clarity & Simplicity:** We aim to keep our messages concise and free of "teacher jargon" so that information is easy to act upon.
- ▶ **Privacy & Safety:** To protect our students, sensitive information is shared only through secure school channels. We kindly ask that school-specific concerns are never raised on social media.

Digital Boundaries and Wellbeing

- To ensure our staff can bring their best, most energised selves to school each morning, we respect the "Right to Disconnect":
- ▶ **The 8.30-to-4 Window:** While you are welcome to send emails at a time that suits you, please note that staff are not expected to check or respond to messages before 8:30 AM or after 4:00 PM.
 - ▶ **Restful Weekends:** Our team uses the weekend to recharge. Emails sent on Friday evenings will typically be picked up on Monday or Tuesday.
 - ▶ **The Emergency Exception:** For immediate safeguarding concerns that cannot wait, please use our dedicated safeguarding email.

Making Communication Effective

- ▶ **The "Three-Sentence" Goal:** When reaching out, we encourage both staff and parents to try to keep initial inquiries to three clear sentences. This helps us identify the main point quickly and get you the help you need faster.
- ▶ **Appointment First:** To ensure we can give you our undivided attention, all in-person meetings should be scheduled in advance. This ensures the relevant staff member is available and prepared to help.
- ▶ **Heading Clarity:** When emailing, please include your child's full name and year group in the subject line. This simple step helps our busy staff direct your message to the right place instantly.