

Communications Guidance

At Alde Valley Academy one of our core values is being 'Stronger Together' and we prioritise the relationships between staff, parents and students. We are committed to developing excellent communication with parents, who are welcome to contact staff at school.

The following table will give you an idea of who to contact:

Issue	Contact Details
- Concerns about a lesson - Learning in a subject - Pupil progress in a subject	Subject Teacher enquiries+teacher@aldevalley.suffolk.sch.uk
- Subject area policy - Exam specific questions - Persistent subject concerns	Head of Department enquiries+HOD@aldevalley.suffolk.sch.uk
- Form group issues - Concerns about relationships - Uniform - Basic wellbeing	Form Tutor year7@aldevalley.suffolk.sch.uk (Please type the relevant year group in the email address)
- Persistent absence - Concerns at home - Persistent wellbeing concerns - Concerns outside of lessons	Head of Year year7@aldevalley.suffolk.sch.uk (Please type the relevant year group in the email address)
- SEN support or inclusion - EHCPs and Oasis Passports	SENDCO sen@aldevalley.suffolk.sch.uk
- Lunch accounts - Free school meals - Change of details - Bus passes/travel - Lost property	School Office enquiries@aldevalley.suffolk.sch.uk
Safeguarding (a child at risk of, or suffering, harm) Urgent Telephone the Designated Safeguarding Lead (DSL) at school - 01728 830570 Outside school hours - Police 101 or 999 (emergency) Customer First (Multi Agency Safeguarding Hub at Suffolk County Council) - 0808 8004005 Non-Urgent safeguarding@aldevalley.suffolk.sch.uk	
Complaints Most concerns can be addressed directly via means of communication above. You can view our complaints policy here.	

Further Communications Guidance

We value strong partnerships with parents and carers and are committed to maintaining open and effective lines of communication. To help us respond to enquiries efficiently and respectfully, we ask that you follow the guidance below.

Non-Urgent Enquiries

For all non-urgent matters, please send your enquiry to the relevant email address listed in the table above. Our staff are dedicated professionals who spend their time teaching, planning and preparing lessons, and supporting students throughout the school day.

We aim to respond to emails as promptly as possible and kindly ask for your understanding in allowing up to 48 hours for a reply (Monday to Friday during term time).

To support staff wellbeing and ensure a healthy work-life balance, staff are not expected to respond to emails outside of working hours (8am–5pm, Monday to Friday, during term time).

While some staff members may have individual school email addresses, these are not routinely used for external communication. To ensure consistency and to protect staff from an unmanageable volume of messages, we ask that all communication is directed through the designated email channels. If a member of staff chooses to reply from their individual address, we kindly ask that you respect their working hours and understand that responses may not be immediate.

We appreciate your support in helping us maintain a positive and manageable working environment for all members of our team.

Urgent Enquiries

If your query is urgent, please first refer to the table above to identify the most appropriate person to contact. You may then phone the school on **01728 830570**.

Our phone lines are open during term time:

Monday to Thursday: 8.00am – 4.30pm
Friday: 8.00am – 4.00pm

Thank you for your continued support and understanding.