



ARCHBISHOP ILSLEY CATHOLIC SCHOOL

"Let your Light Shine"

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Mr D Hearnden, Interim Principal



Dear Parents and Carers,

I am writing to clarify our expectations and procedures regarding communication between home and school.

Information is set out clearly below and you can also watch a short video clip [HERE](#).

We recognise that strong relationships between home and school are essential to the success and wellbeing of our students. We want parents and carers to feel confident that when they have a question, concern or issue, there is a clear and appropriate route for raising it and that it will be dealt with professionally, promptly and by the member of staff best placed to help.

As part of our ongoing improvement journey, we are strengthening our systems and ensuring that communication is consistent, efficient and accountable. Having a clear communication and escalation process is an important part of this work.

Contacting School

Parents and carers must not attend school without a scheduled appointment in order to speak to a member of staff.

Staff will not be available to meet with parents or carers who arrive at school without an appointment. This is not intended to prevent communication; rather, it ensures that staff are able to give appropriate time and attention to concerns when they are raised.

Unplanned visits can disrupt teaching, learning and the wider operation of the school. They can also mean that the member of staff a parent wishes to speak to is teaching, supporting students or dealing with another important matter.

If you need to speak with a member of staff, please contact the school in the usual way and an appropriate appointment will be arranged.

You can email enquiry@ilsley.bham.sch.uk or call on 0121 706 4200.

Staff will always attempt to respond to any communication as soon as reasonably possible and no later than 3 school days following the receipt of a call or email.

The Communication and Escalation Process

To ensure that concerns are dealt with effectively, parents and carers should follow the process below.

1. Form Tutor- first point of contact

For low-level queries or concerns, your child's Form Tutor should be your first point of contact.

The Form Tutor knows your child well and will often be able to answer questions, provide reassurance or resolve a concern quickly.

2. Head of Year / Assistant Head of Year

For more significant concerns, or where an issue cannot be resolved through the Form Tutor, parents and carers should contact the relevant Head of Year or Assistant Head of Year.

They will be able to consider the wider circumstances and coordinate an appropriate response where necessary.

3. Key Stage Standards for Learning Lead

If a concern remains unresolved or requires further escalation, the appropriate KS3 or KS4 Standards for Learning Lead should be contacted.

At this stage, the concern can be considered at a wider level and appropriate action or support can be coordinated.

4. Senior Leadership Team Year Group Link

Each year group has a designated member of the Senior Leadership Team (SLT) attached to it.

Where a concern requires further escalation beyond the Standards for Learning Lead, the relevant SLT link will become involved.

5. Deputy Headteacher – Pastoral

Where a matter remains unresolved following these stages, or where the nature of the concern requires a more senior pastoral response, it should be escalated to the Deputy Headteacher, Pastoral.

Safeguarding Concerns

Safeguarding concerns are different and should not follow the above escalation route.

If you have a safeguarding concern about a child, please contact our Senior Designated Safeguarding Lead (DSL), Mr Corrigan, directly through the school. If Mr Corrigan is not available, one of our safeguarding team will be able to assist you.

Any concern relating to the safety or welfare of a child will be treated seriously and dealt with in accordance with our safeguarding procedures.

Why do we need an escalation process?

It is important to emphasise that this process is not designed to make it more difficult for parents and carers to contact the school.

Quite the opposite.

A clear escalation process ensures that concerns are:

- dealt with by the person best placed to resolve them;
- addressed at the appropriate level;
- followed up where necessary;

- recorded appropriately;
- dealt with consistently and fairly;
- escalated when an initial response has not resolved the issue.

We recognise that there will occasionally be circumstances where a parent or carer feels that a matter needs to be escalated more quickly. Where there is a significant concern regarding a student's welfare, safety or wellbeing, please make this clear when contacting the school so that the matter can be directed appropriately.

Working in Partnership

As a school, we are committed to working positively and constructively with all parents and carers.

We understand that when you contact us, it is because you care deeply about your child. We share that commitment.

At the same time, we ask that all communication with school staff is conducted respectfully and through the appropriate channels. Our staff are committed to supporting your children and deserve the same courtesy and professionalism that we extend to every member of our school community.

As we continue our improvement journey, consistency, accountability and high standards must apply to every aspect of school life, including communication between school and home.

By following the agreed process, we can ensure that concerns are addressed promptly, appropriately and fairly, while maintaining the calm and orderly environment that our students need in order to learn and flourish.

Thank you for your continued support and partnership as we work together to ensure that Archbishop Ilsey Catholic School provides the very best possible education, care and support for every child.

Yours sincerely,

Mr D Hearnden
Interim Principal