

4th December 2024

Dear Parent/Carer,

At The Portsmouth Academy, we value our partnership with parents/carers. We know that students benefit from a positive relationship between school and home. There will be times when parents/carers have questions and concerns that they wish to raise with the Academy, and we want to ensure we work with you to resolve these as quickly and effectively as possible.

The two most effective ways to contact the Academy are via phone (0333 360 2200) or by email (info@theportsmouthacademy.org.uk). There are times in the day when the phone lines can become busier, so at these times, you might find it easier to email instead. In the first instance, unless there is a member of staff you have already been working with, any questions or concerns will be passed to your child's Tutor, Head of Year, or the relevant subject department. As a first step, they will make contact to confirm the nature of your question or concern and discuss any follow-up that is needed. This should take place within two school working days (Mon–Fri, term time only).

We are keen to meet with parents in person where questions and concerns remain. However, due to staff teaching and other commitments, staff can't always be readily available to meet if parents/carers come directly to reception. If you would like to meet with a member of staff, it is best to contact the Academy in advance to arrange a mutually convenient time.

If your questions or concerns remain after you have met with the staff above, this will then be forwarded to a member of the Senior Leadership Team with responsibility for your child's Key Stage. Beyond this, questions and concerns can be raised with the Executive Principal.

If at this stage your concerns remain, please do use the Academy Complaints Policy to guide your next steps. This can be found here:

https://www.tsatrust.org.uk/site/assets/files/1125/complaints_policy_november_2023.pdf

These complaints should be made to the Executive Principal via the school office (email or phone). As a first step, it is to be hoped that most concerns can be resolved on an informal basis. We value informal meetings and discussions and, as above, encourage parents to approach staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding.

We kindly ask parents and carers to refrain from using alternative methods to express any frustrations, particularly when naming or discussing individual staff members. While we recognise that access to our school and community groups on platforms such as social media can be a powerful tool for connection, it is not the appropriate forum for resolving concerns and can inadvertently escalate situations or cause distress.



Instead, we strongly encourage parents to use the communication channels outlined above, as this ensures your concerns are addressed promptly and appropriately. Open and direct dialogue with the Academy helps us to build a positive and productive environment for resolving any issues, ultimately supporting our shared goal of helping your child succeed.

We look forward to continuing to work with all parents/carers to enable students to achieve and thrive during their time at The Portsmouth Academy.

Yours sincerely,

A handwritten signature in black ink, appearing to read "M. Smith". The signature is written in a cursive style with a long, sweeping underline that extends to the left.

Michelle Smith
Executive Principal and Regional Director