

14<sup>th</sup> January 2025

Dear Parents/Carers,

I hope your child has settled in well and is so far enjoying the first few weeks of the spring term. It remains of the utmost importance to us that our students, and families, feel appropriately supported to achieve their best during their time with us.

You will recall that I wrote to you via the school newsletter before the Christmas holidays with regards to the use of social media within our school community. I want to take the opportunity to once again personally ask for your support in ensuring that social media is used responsibly, including by parents/carers, particularly in large public forums. We continue to be aware of posts on social media that are sensitive and personal, with comments being made towards members of staff which are understandably hurtful. Using social media in this way has a very negative impact both on the school and staff who are striving to improve and develop our provision for the children of this community.

To support this, I wanted to re-circulate our channels of communication and key points of contact which you can follow when you are seeking guidance and support for your child. This is enclosed at the bottom of my email and is also available on our school website on the Parent Help Hub ([Parent Help Hub](#)).

If you do have any questions, queries or concerns about your child and the support they need, can I ask that you contact the school directly as that is the best way that we can understand your needs and quickly provide the support necessary.

As I said before Christmas, we always encourage open and honest conversations with yourselves as that gives us the greatest chance of providing the best possible support we can. We will always acknowledge when we make mistakes, however, we do strive to support in the best way we can with the resources that we have.

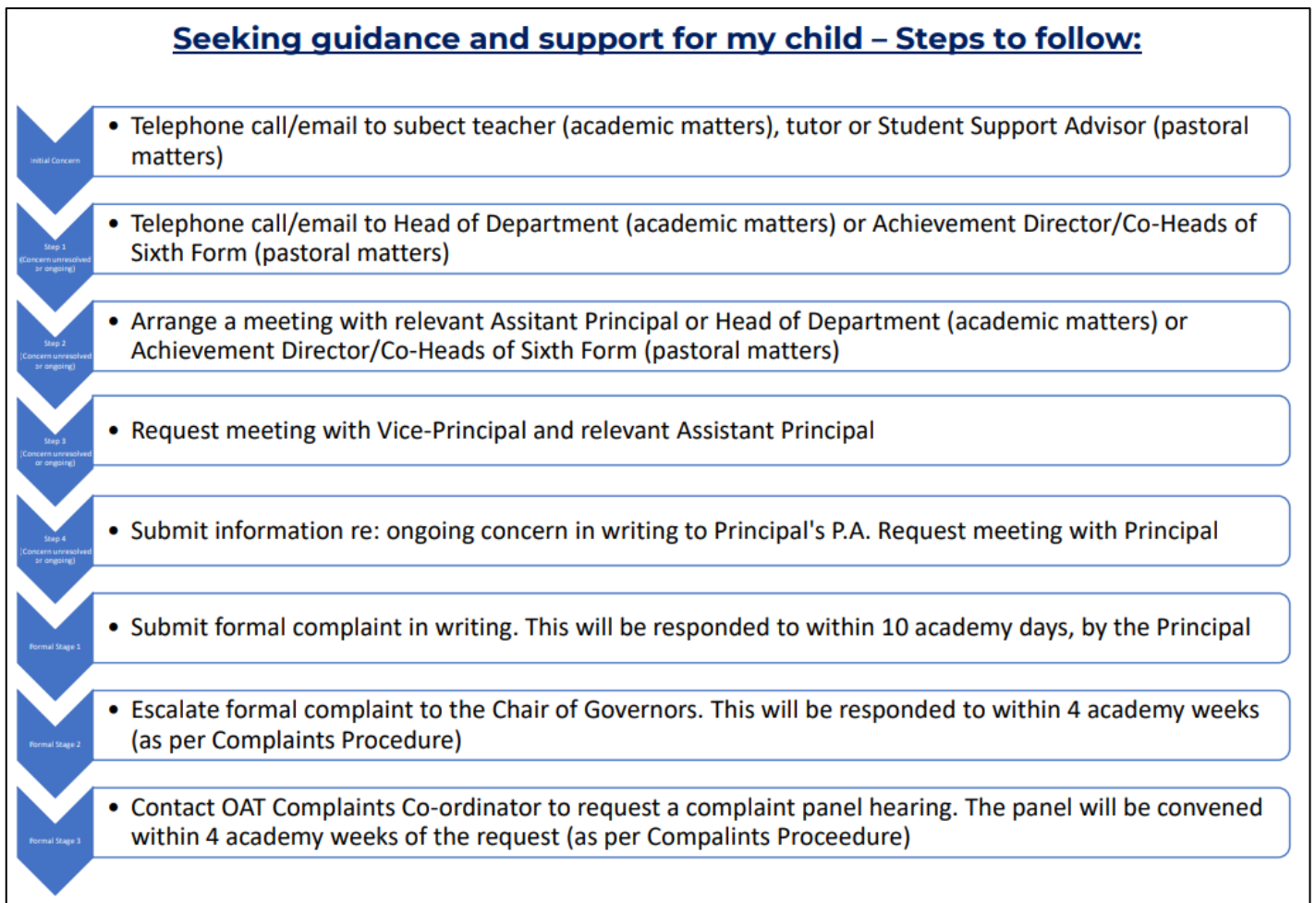
We remain committed to working in close collaboration with students, families and our wider school community to create a positive and inclusive school environment which supports everyone to truly thrive, and we thank you for your support with this in advance.

Yours sincerely,



Joanne Williams,  
Principal  
Ormiston Rivers Academy

### **Channels of communication to follow when seeking support and guidance for your child:**



## **Parent / Academy Agreement**

At Ormiston Rivers Academy we are committed to:

- Listening to parents carefully and respectfully, including allocating an appropriate length of time for pre-arranged meetings
- Responding appropriately to concerns raised
- Outlining any actions that may be required
- Updating parents and carers on progress and outcomes of the concern
- Listening and responding to updates from parents and carers

At Rivers we expect parents and carers to:

- Communicate their concern respectfully and accurately, by phone, email or in a meeting.
- Listen to and consider the responses from the school
- Work in partnership with the school in order to reach a resolution, including supporting the Ormiston Rivers Academy Policies
- Allow time for the school to respond to concerns (unless an emergency, 24-hour email response to confirm receipt; 3-5 working days to follow up) Acknowledge past support and intervention made by the school, even if a problem reoccurs

**Ormiston Rivers Academy reserves the right to end a meeting or conversation should the above expectations not be met and reconvene the meeting or have the conversation 24 hours later. Where email communications become protracted, we reserve the right to request a meeting to resolve the issue and to withhold further email response until such a meeting has taken place.**