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4 September 2023

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[ossett.accordmat.org](http://ossett.accordmat.org)

**Principal:** Mrs Samantha Broome

Dear Parent/Carers

This term the academy will be introducing some changes to our academy communications. These changes have been put in place to make it easy for all parents and carers to access the support they require from the academy.

A full overview of our academy communication principles can be found on our website or by following the link shown below:

<https://ossett.accordmat.org/contact-communication/>

Academy colleagues will continue to communicate with parents using the usual channels as described in our communications principles document, however from Tuesday 5 September, the academy will be introducing a new parent/carer 'Helpdesk' system that will allow all parent/carer communications to be triaged and responded to in a timely manner and by a dedicated parental support officer.

Outlined below are the key features to our new system:

- Parents/carers can continue to call and email the academy with their enquiries. There are dedicated email addresses that will help to direct your communication to the correct academy team. These are shown in the table below:

| Email Address  | Description                      |
|--|----------------------------------|
| <a href="mailto:enquiries@ossett.accordmat.org">enquiries@ossett.accordmat.org</a>       | Parent/Carer Enquiries (General) |
| <a href="mailto:Y7enquiries@ossett.accordmat.org">Y7enquiries@ossett.accordmat.org</a>   | Y7 Parent/Carer Enquiries        |
| <a href="mailto:Y8enquiries@ossett.accordmat.org">Y8enquiries@ossett.accordmat.org</a>   | Y8 Parent/Carer Enquiries        |
| <a href="mailto:Y9enquiries@ossett.accordmat.org">Y9enquiries@ossett.accordmat.org</a>   | Y9 Parent/Carer Enquiries        |
| <a href="mailto:Y10enquiries@ossett.accordmat.org">Y10enquiries@ossett.accordmat.org</a> | Y10 Parent/Carer Enquiries       |
| <a href="mailto:Y11enquiries@ossett.accordmat.org">Y11enquiries@ossett.accordmat.org</a> | Y11 Parent/Carer Enquiries       |
| <a href="mailto:enquiries@accordsixth.co.uk">enquiries@accordsixth.co.uk</a>             | Y12 & Y13 Parent/Carer Enquiries |
| <a href="mailto:attendance@ossett.accordmat.org">attendance@ossett.accordmat.org</a>     | Report Absence                   |
| <a href="mailto:data@ossett.accordmat.org">data@ossett.accordmat.org</a>                 | My Child At School Queries       |
| <a href="mailto:send@ossett.accordmat.org">send@ossett.accordmat.org</a>                 | SEND Enquiries                   |

- Parents/carers can now contact the academy directly via the website using the 'Need help' button in the bottom right-hand corner of the website. Prior to this contact, parents/carers can browse frequently asked questions that may support a query so contact with the academy is not needed.
- Parents/carers can continue to communicate with the academy using the My Child At School App.

- All Parent/carer messages enquiries will be addressed from Tuesday 5 September via our Ossett Academy Helpdesk. Communications with parents will be responded to by 'Help desk' colleagues who will triage parent/carer communications and liaise with relevant staff members on behalf of the parent/carer.
- All parents/carers will receive a response to their communication within a timely fashion. Those of a serious or safeguarding nature will be prioritised.
- The academy may respond to parent/carer enquiries via email, the My Child at School App or via a telephone call.
- Parents/carers will no longer be able to email staff members directly, additionally, staff members are advised to no longer make direct contact with parents/carers via email. Staff members have been advised to initially forward any communications they receive from parents/carers to the Ossett Academy 'Help desk' and advise parents/carers that they are no longer able to communicate via email.
- By using our help desk process, we can ensure all communications are responded to by the most appropriate colleague and in a timely manner. We can also ensure that our pupil facing colleagues are able to maximise the time they work face to face with young people during the academy day.

I very much hope the changes we have made to our communications allow all parents and carers timely access to academy support as required.

In light of the changes, we have made to our parent/carer communications we would like to invite all parents to an Academy Communications event on Thursday 14 September 2023 if you would like to attend the event please complete the Microsoft form [Parent Communication Event Form](#)

Yours sincerely



Mrs S Broome  
Principal