Leeds East Academy

Communication to and from the academy

Communication is important to us, and we want to ensure that it is strong and effective between parents* and our academy. To support this, the sections below outline what you should expect for each method of communication that we use as an academy.

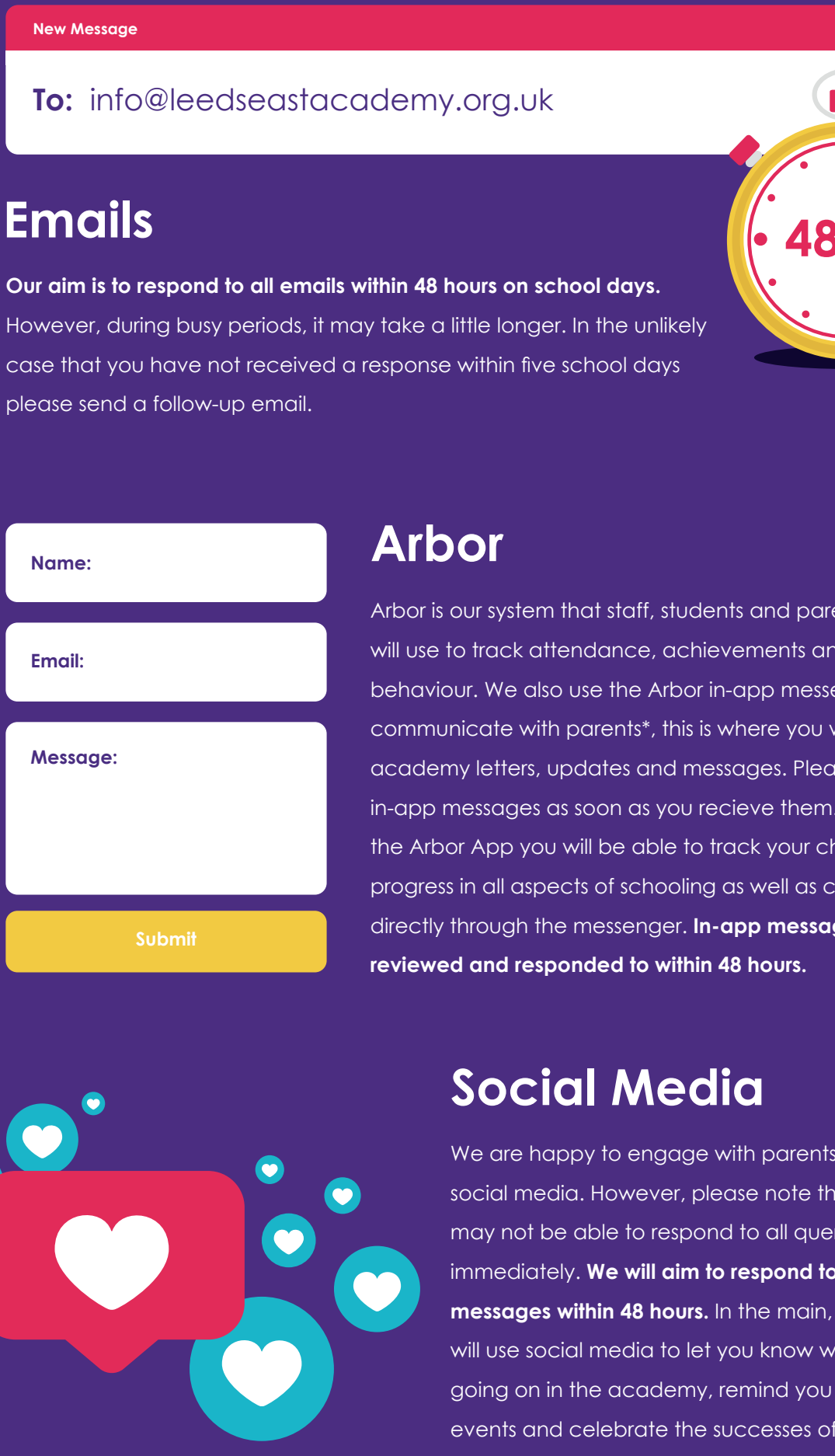
Phone Calls

0113 273 1964

Our receptionist will answer your call during school hours, lines are open between 7:45am and 4:15pm.

Sometimes our lines can be very busy, we will always endeavour to take your call as quickly as possible. If you are requesting to speak to a member of staff, it is likely that they will be working with students or families at that time, therefore please allow 48 hours for a call back. **Emergency and safeguarding calls will always be taken as quickly as possible by our safeguarding team.** All phone calls are added to a system which allocates calls to staff to ensure no return calls are missed.

On average, our receptionist answers 24 calls every hour.

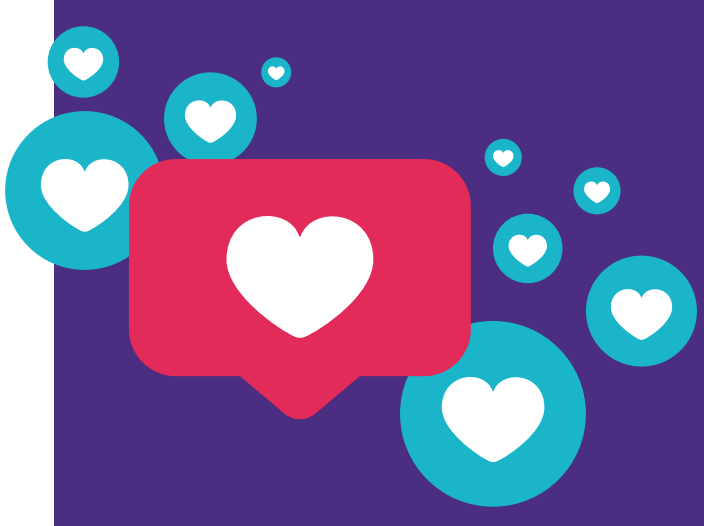


Emails

Our aim is to respond to all emails within 48 hours on school days. However, during busy periods, it may take a little longer. In the unlikely case that you have not received a response within five school days please send a follow-up email.

Arbor

Arbor is our system that staff, students and parents* will use to track attendance, achievements and behaviour. We also use the Arbor in-app messenger to communicate with parents*, this is where you will receive academy letters, updates and messages. Please open in-app messages as soon as you recieve them. Through the Arbor App you will be able to track your child's progress in all aspects of schooling as well as contact us directly through the messenger. **In-app messages will be reviewed and responded to within 48 hours.**



Social Media

We are happy to engage with parents on social media. However, please note that we may not be able to respond to all queries immediately. **We will aim to respond to all messages within 48 hours.** In the main, we will use social media to let you know what is going on in the academy, remind you of key events and celebrate the successes of our young people.

@LeedsEastAcademy @LeedsEastWay @LeedsEastAcademy

Meeting Requests

We understand that there will be times you may wish to meet with a member of staff to discuss your child or any concerns you may have. As our staff are often very busy dealing with the day to day running of the academy, **if you arrive at the academy without a pre-scheduled meeting** it is unlikely the member of staff will be available. We of course would want to meet with you as early as possible, therefore please **call the academy first to ensure an appropriate meeting time can be scheduled.**

Concerns

We know throughout a child's school life there will be bumps in the road. If you have any concern at all, it is always better that we work together to resolve these as quickly as possible. Using the methods provided above, you have several ways to contact us and put any concern at ease. We will always take your concern seriously and ensure that all matters are resolved as quickly as possible.

*The term parent includes any person or body with parental responsibility, such as a foster parent, carer, guardian, or local authority