

Dear families

At Dixons Music Primary we feel it is so important to have strong, positive relationships between students, staff and families. Ensuring communication between school and families flows easily is key to making this happen.

From Reception to Year Two, students enter and exit through their classroom doors where a familiar adult greets families each day. Key Stage Two enter under the canopy and are welcomed by two members of the senior leadership team. This is an ideal time to pass on quick messages e.g. uniform; an unsettled night's sleep; queries about upcoming events etc.

In addition to this, we just wanted to clarify how you can get in touch with the academy if your query is not able to be dealt with during the time above. As the email address admin@dixonsmp.com is monitored daily, please use this to communicate any questions or issues that may require a longer response. Whilst we understand it seems logical to contact the class teacher directly via email, this is not always the most efficient way of dealing with a query and means there is no central record of the communication. Instead please use the above email address. Your email will then be directed to a member of staff who can best support. We endeavour to respond within 48 hours (within the working week), and to resolve any issues in a timely manner.

In the first instance, your request will likely be directed to your child's class teacher. Class teachers have the closest relationships with students and have an astute understanding of their needs; friendships; academic attainment; timetables and classroom routines. If, for whatever reason, we feel your child's class teacher will be unable to resolve the query, it may be directed through the following lines:

- **Assistant Principals and Key Stage Leads**
Miss Afshan: fafshan@dixonsmp.com [Phase 1 – EYFS and Key Stage 1]
Mrs Batool: hbatool@dixonsmp.com [Phase 2 – Key Stage 2]
- **Vice Principal and Inclusion Lead**
Mrs Payton: lpayton@dixonsmp.com [Whole Academy]
- **Assistant Principal and Attendance Lead**
Miss Afshan: fafshan@dixonsmp.com [Whole Academy]
- **Assistant Principal Culture Lead inc. Behaviour and Anti-bullying**
Mrs Littlewood: slittlewood@dixonsmp.com [Whole academy]

All members of the leadership team named above are academy designated safeguarding leads, should you wish to share any safeguarding concerns and these would of course be investigated immediately.

If further escalations are required Mrs Payton (Vice Principal) will undertake an investigation and report to the Head of School or Principal as required.

If you have any questions, please do not hesitate to contact the academy in the usual way.

Yours faithfully

Mrs Morrissey
Head of School

Miss Steele
Principal

