






Communication at Culloden Primary Academy

Please see below the ways in which the school communicates with parents/carers:

Telephone: 	020 7364 1010 (Office hours 8am-4pm) ➤ Class teachers will not be able to make calls to parents/carers during their working hours unless it is an urgent matter.
Email: 	info@cullodenacademy.org Please expect a response within 24 hours
MCAS App 	You will be able to access the following information about your child/dren via the MCAS app:: -attendance -important dates and events -school reports -letters sent from school -make payments for trips -link to the newsletter
Website: 	www.cullodenacademy.org You will find all the necessary information about the school and your child's year group on the website. The newsletter is also published on the website and will feature updates and important dates.
Face to face meetings 	You can request a meeting via an email, phone call or by directly asking the class teacher. a) Meetings can be arranged with teachers, year group managers, and the leadership team during their non-teaching hours. This is usually after 3.30pm. b) The following staff are available for face to face meetings during the school day: ➤ Tahreena Ward-Principal ➤ Shazeen Akhtar (home school support worker) ➤ Charlotte Baker-Assistant Principal for Inclusion ➤ Naz Karademir-Deaf Support Manager ➤ Sabina Ali and Aisha Khatoon (Attendance Team) c) If you would like a meeting with Tahreena, please request so via the school email address. d) The school often hosts meetings with external professionals and parents. If you have requested a meeting and require an interpreter, you will have to arrange an interpreter to support you at the meeting.
Steps on how to raise an issue/concern:	We always encourage parents/carers in the first instance to raise a concern or issue directly to the class teacher. Please follow the steps below: Step 1-Class teacher Step 2-Year Group Manager Step 3-Assistant Principal