



September 2023

Dear Parent/Carer,

At The Victory Academy we value our partnership with parents/carers. We know that students benefit from a positive relationship between school and home. There will be times when parents/carers have questions and concerns that they wish to raise with the Academy and we want to ensure we work with you to resolve these as quickly and effectively as possible.

The two most effective ways to contact the Academy are via phone (0333 360 2140) or by email (office@thevictoryacademy.org.uk). There are times in the day when the phone lines can become busier so at these times you might find it easier to email instead. In the first instance, unless there is a member of staff you have already been working with, any questions or concerns will be passed to your child's Tutor, Head of Year or the relevant subject department. As a first step they will make contact to confirm the nature of your question or concern and discuss any follow up that is needed.

We are keen to meet with parents in person where questions and concerns remain. However, due to staff teaching and other commitments staff can't always be readily available to meet if parents/carers come directly to reception. If you would like to meet with a member of staff it is best to contact the Academy in advance to arrange a mutually convenient time.

If your questions or concerns remain after you have met with the staff above this will then be forwarded to a member of the Senior Leadership Team with responsibility for your child's Key Stage. Beyond this questions and concerns can be raised with the Deputy Headteacher and Headteacher.

If at this stage your concerns remain please do use the Academy Complaints Policy to guide your next steps. This can be found here:

https://www.tsatrust.org.uk/site/assets/files/1125/tsat_complaints_policy.pdf

These complaints should be made to the Headteacher via the school office (email or phone). As a first step it is to be hoped that most concerns can be resolved on an informal basis. We value informal meetings and discussions and, as above, encourage parents to approach staff with any concerns they may have, and aim to resolve all issues with open dialogue and mutual understanding.

We look forward to continuing to work with all parents/carers to enable students to achieve and thrive during their time at The Victory Academy.

Yours sincerely

Mr O Owen

Deputy Headteacher - Inclusion



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www.thevictoryacademy.org.uk

Headteacher: Mrs M Smith BA (Hons) NPQH
Chief Executive Officer: Mr S Gardner BA (Hons) MSc NPQH NLE

Magpie Hall Road, Chatham,
Kent, ME4 5JB

T: 03333 602140
E: office@thevictoryacademy.org.uk

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