

Parent Guide: Who to contact in school

First contact	For...	Explanation
Seahaven Academy Website	General school level information	We are constantly updating information on the website so that you can check the calendar, recent letters, termly newsletters and general school information. Please try the website for general enquiries and let us know if you feel there is any useful information missing.
Satchel One (ShowMyHomework)	Homework information	This will show you your child's homework. Log in's will be provided to you when your child starts at the school. If you haven't activated the account, please ask the office to provide you with these. If you haven't forgotten your password, please follow the forgotten password link.
Seahaven Academy Office	Seahaven Academy Office 01273 517601	If you have not been able to find information you need on any of the above sites, please phone the office for further support.
Attendance Team	Attendance Queries or Information	For any attendance related issues, please contact the attendance via the main switchboard 01273 517601 or email attendance@seahavenacademy.org.uk To report your child absent from school, please call the school as soon as you can on 01273 517601 Option 1 and leave a their name, tutor group and the reason for absence. Please note, that this needs to be completed for each day of absence.
Meetings	Issues that cannot be dealt with via a phone call or email	Parents and carers will be invited to attend meetings or may request a meeting when other types of communication are not appropriate. Please note, that we cannot accommodate unscheduled meetings as staff have extremely busy schedules. To avoid disappointment please phone to make an appointment in advance. Meeting's, where possible, will take place after school hours, and only when another form of communication e.g. a phone call, is not appropriate.
Designated Safeguarding Leads: Mrs Macey (Assistant Head teacher) or Mrs Doyle (deputy safeguarding lead)	Safeguarding	Concerns about child protection or safeguarding/ children's welfare are the responsibility of us all. Issues can be passed on to the school safeguarding leads or raised by any member of the public by phoning the Single Point of Advice (SPOA) for East Sussex: 01323 464222, Mon-Thurs 8.30am-5pm and Fri 8.30am-4.30pm or by email: 0-19.SPOA@eastsussex.gov.uk

Contacting School

Please contact school and follow the chain exactly in order to help us resolve your query. Please only move onto the next layer if your query remains unresolved.

Is your query to do with a subject area?

Please contact reception and ask for a call back from the class teacher

Please contact reception and ask for a call back from the Head of Department where the issue has occurred

Please contact reception and ask for a call back from the Assistant Headteacher who line manages the area where the issue has occurred

Please contact reception and ask for a call back from the Vice Principal Standards / Teaching and Learning

If your query has still not been resolved, the Vice Principal will make the Principal aware

Is your query to do with general pastoral care?

Please contact reception and ask for a call back from the form tutor

Please contact reception and ask for a call back from the Head of Community

Please contact reception and ask for a call back from the Assistant Headteacher attached to the Community

Please contact reception and ask for a call back from the Vice Principal Student Support



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