

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. Please ask the office if you do not have logins.
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.
Pastoral Team	Year 7 – Miss Houston Year 8 - Miss Desmond Year 9 – Mrs Sheppard Year 10 – Mrs Furminger Year 11 – Mrs Bosley Pastoral Support Manager – Mrs Doyle	If you have a student- related issue, please contact the Pastoral Leader for the relevant year group via the Seahaven Academy office. Since Pastoral Leaders are non- teaching members of staff they will be able to respond to your query more swiftly. They will then liaise with Form Tutors and other staff as needed.
Form Tutors	Students to raise issues	Students are asked to speak to their Form Tutor first if they have an issue, as they see them at the start of each day. However, parents and carers are asked to contact the Pastoral Lead with student- related issues as Form Tutors have a full teaching timetable and are unlikely to be able to contact parents immediately.
Subject teachers	Subject specific enquiries	If you are requesting contact from a specific teacher or other member of staff, please do not email them directly in the first instance but contact the school office. We will aim to return the call or email within 48 hours to arrange a suitable time to speak or meet. A lack of response from a specific member of staff can be due to a number of reasons including having the wrong email address or them not having been able to catch up on emails immediately so a call to the office will be a more effective first contact.



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. As we have extremely limited reception space, please always contact the school before coming in, unless by prior arrangement. This will avoid the need to stand outside in the rain whilst we are in temporary accommodation! We cannot accommodate unscheduled meetings as staff have extremely busy schedules, so 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 (Director of Learning Support) or Mrs Doyle (Pastoral Support Manager)	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



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