

April 2023

Dear Parent/Carer

I am writing to inform you that with effect from Monday 17th April 2023 the Academy will have an automatic telephone recording system, which records all phone calls made to, from, the Academy using external lines. Inbound external callers will receive an automated message informing them of this fact.

This is a common system that has been introduced to many schools and businesses. The purpose of the call recording system is to provide an exact record of the call which:

- can help monitor for and assess child protection issues,
- help identify staff training needs;
- help protect staff from abusive or nuisance calls;
- help improve staff performance;
- establish the facts in the event of a complaint either a parent or member of staff and so assist in resolving it.

Due to safeguarding the Academy considers the recording of the above calls to be essential. If you do not wish to have a call recorded, we would ask that your enquiries are emailed to the relevant staff member by using our contact page on the Academy's website.

We would like to take this opportunity to thank you for your co-operation with this matter.

Yours faithfully,



Mr Prankerd
Headteacher

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