



Friday 12th September 2025

Dear Parent/Carers,

Reflections from this week:

The vast majority of our students have continued their excellent start to the academic year. I congratulated students of this in assemblies this week. I also clarified our expectations that students are punctual to lesson. I explained that, in keeping with our "Work Hard, Be Kind" motto, arriving to lessons on time enables them to work hard and is also an act of kindness.

By arriving on time to lessons, students are kind to their future-selves by giving themselves the best chance to learn and succeed. Being punctual is a sign of kindness and respect to the teachers that have carefully planned the lessons and learning. Furthermore, being late to lesson is unkind as it disrupts the learning of others. Please support the school and help your children learn to be kinder to themselves and others by reinforcing our punctuality drive, and supporting us in teaching this valuable lesson if your child receives a punctuality detention.

My assembly this week included a short story by Leo Tolstoy called "The Three Questions" in which we considered:

- What is the right time to act?
- Who are the right people to listen to?
- What is the most important thing to do?

The story provides advice that we ought to, as much as possible, act in the moment, pay attention to whoever we are with and seek to do them a kindness in that moment we are sharing. I used this story to urge the students to act promptly on advice that is offered; to listen to the adults that work in school to support their progress and success, and to be kind to whoever they are with at any time.

I have previously spoken to all students about making better choices than in the past; about forgiveness and fresh starts. If students fall short of what we believe they can do, our kindness is to offer feedback and to show them they can be better. We will always look for a fresh start and better choices going forwards.

Similarly, I have to accept that at times, from your perspective as parents, you may feel that we have fallen short of your expectations. In those instances, it is entirely right and proper that you offer us your feedback. I have included in this letter, a summary of how you can raise your concerns most effectively so that they are addressed by the most appropriate people. Please note that our main focus during the school day is to focus on the students. As a consequence, not all staff are in a position to respond immediately and we ask for your patience in waiting for a response to any non-emergency contact.

We will do our utmost to take on board feedback and seek to improve so that we can continue to work with, for and on behalf of our community to improve the life-chances of our young people.

Complaints Process Reminder:

If you have a concern or issue, we encourage you to raise it at the earliest opportunity with the person most directly involved. Often, problems can be resolved quickly and informally through open and respectful communication. Wherever possible, please provide clear details about the matter, including dates, times, and any relevant background information. If you are unsure who to contact, our school office will be happy



to guide you. Typically, we recommend contacting your child's form tutor or Head of Year unless the matter relates to a particular lesson or subject where the Head of Department will be the best person to assist.

If we are unable to resolve the issue informally in the first instance, you will need to follow the complaints process which can be accessed via our website via [this link](#).

For Stage One of our formal complaints process, please raise your concern with your child's tutor, Head of Year or Pastoral Manager or contact complaints@nusa.org.uk

Coming Up

Flu Vaccination 2025

If you would like your child to receive the flu vaccine in school this year, please follow this link to complete the online consent form. If you wish to decline, please use the same link to complete the 'No Consent' form.

<https://nhslmms.azurewebsites.net/session/c3233f0e>

The vaccinations will take place at your child's school on the 12/11/2025. The link will close on the 29/10/2025. If your child has already had the Flu vaccine elsewhere since Sept 2025, please disregard this message. If you have any problems accessing the link, please telephone 0333 3583 397 option 4, option 2.

With Gratitude,

Carl Elder
Headteacher