

How can I let the staff at Clapton Girls' Academy know that I have a question or am concerned about my child's progress?

We have a strong focus on working in partnership with parents, which means that we do not wait for a concern to arise but are proactive in seeking input from parents. If you have comments, questions or concerns as a parent, we will listen and respond to them.

Ways to contact us are:

- email: sen@clapton.hackney.sch.uk
- phone: 020 8985 6641
- in person: in order to ensure that you meet with the relevant person, it is best to call and make an appointment.

Information about the academy will also be shared with you by:

- MyEd message
- academy website
- our Twitter feed (@ClaptonGA)
- our Facebook page (@ClaptonGirlsAcademy)
- CGA News (fortnightly electronic newsletter)
- letters emailed to parents or sent via post
- via your child's student planner
- meetings with key staff (where relevant)

Who can I contact at the academy?

- Your child's key person (if they have one)
- Your child's form tutor
- Your child's Head of Year/Progress
- The Learning Support Administration Officer
- The Assistant Headteacher/SENDCO
- SEND governor

In the very unlikely event that you feel a query/concern has not been addressed, there is an academy complaints form, which can be completed and forwarded to the Headteacher.

[21 Complaints Procedure](#)