ABBEY COLLEGE IN MALVERN
abbeycollege.co.uk

Contact with Parents, Guardians, Agents & Carers Policy

Related Documents Include:
• Anti-Bullying Policy • 'Who to Talk to if You Have a Problem' Poster • Behaviour Management Policy • E-Safety Policy • Complaints Policy
Monitoring and Review
• This policy will be subject to continuous monitoring, refinement and audit by Principal. • The Principal will undertake a formal annual review of this policy for the purpose of monitoring and of the efficiency with which the related duties have been discharged, by no later than one year from the date shown below, or earlier if significant changes to the systems and arrangements take place, or if legislation, regulatory requirements or best practice guidelines so require.
• The next official date for review is **November 2027**

Introduction

If a parent, guardian or agent has any concerns about their child's well-being at Abbey College, they are asked to contact the College as soon as possible.

In order to resolve any issue raised, we must be informed of the details of any issue so that a rapid solution may be provided. The College treats all expressions of concern seriously and fairly and will follow up on them swiftly.

Factors that can make parents and students reluctant to raise issues:

Language issues

We recognise that contacting the College can seem daunting for parents who do not speak English. We strive to make contacting us as easy as possible by keeping in close contact with agents, who can provide translation and assistance where necessary, and employing staff that speak a variety of languages in addition to English, including Farsi, Spanish, Portuguese, French, Ukrainian, Russian, Polish and Romanian. Where parents do not have an agent to assist them, we will work with the parents to arrange translation whenever possible.

A fear that the issue will not be deemed important

Any issue that is important to the parents is important to the College and we encourage parents to raise any concerns they may have with us.

A fear of repercussions

Under NO circumstances will Abbey College discriminate against a student because of a complaint, or an issue being raised. In situations where more than one pupil is involved (such as bullying) we will actively work with the students to ensure we limit any possible repercussions.

Abbey College in Malvern Ltd (Number 08661073)
Registered in England and Wales. Registered office: 253 Wells Road, Malvern, Worcestershire, WR14 4GF
Member of ENGLISH UK, Accredited by the British Council for the teaching of English in the UK, DfES Reg. No. 8856026

Who to Contact:

Generally, all issues should be directed to the Academic Registrar, who will then contact the relevant academic or pastoral staff.

In urgent cases the parent or carer should telephone the office, who will put you in touch with the correct member or staff.

Office Hours

Office Hours are 09:00 – 17:00 (UK time), Monday to Friday. Outside of these times the answer phone message on the main Abbey College number will give parents and agents an emergency number to call.

Maintaining Contact with Your Child:

At Abbey College we recognise the importance of students being able to maintain regular contact with their families and appreciate that, as most of the students are living far from their homes, this contact becomes even more important. We also appreciate that different time zones may be an issue with our students.

Mobile Telephones

The majority of students have mobile phones, and these are usually the primary means of communication for students. The College has free SIM cards in Student Services if the students require an English SIM when they arrive. Please note these will only work in unlocked phones.

Students will not have their mobile phones with them during class hours, as all phones are collected by Welfare in the morning and kept under key in the Welfare Office until 16:15 when the last class will finish.

Mobile phones are not taken from students at Bed Check, though if academic staff report that students appear tired in class students are warned that mobile phones may be taken if they are becoming a distraction. Equally, if a student disturbs other people after Bed Check by loud use of their mobile phone, the mobile phone will be confiscated. If a mobile phone is confiscated at Bed Check, it is returned to the student at 08:30 the following day to ensure communication with their family is not affected.

Computers/Wi-Fi

Students use their laptops to communicate with their families, and whilst the College respects this, the College Rules state that students (aged under 18) should not use their computers (defined as laptops/tablets/iPads or any similar device) after Bed Check.

There is Wi-Fi in all the houses, though we cannot guarantee that all rooms will receive it or that there is a strong signal.

To ensure students get sufficient rest **the Wi-Fi is switched off between 23:00 – 06:00** during the week and **00:00 and 07:00 at weekends**. If academic staff report that students appear tired in class, students are warned that their laptop or any similar device may be confiscated if it is becoming a distraction. If a laptop or any similar device is confiscated at Bed Check, it is returned to the student at 08:30 the following day to ensure communication with their family is not affected.

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College Phones

If a student needs to contact their family but does not have the means to do so (e.g. no credit on their phone), they can use the College phone if the need is urgent.

If a family member phones the College, a message will be taken and given to the student.

The College answer machine is switched on at 17:00 each day. The message states that the emergency number given is for emergencies only and parents cannot be put through to the child.

All students are given the Student Services/Emergency mobile phone number, which is manned 24 hours a day.

House Parents Mobile Phones

Usually, students will contact the House Parents by knocking on their door. However, if, for example, a student cannot leave their room to see the House Parent, they should call the Student Services/Emergency mobile phone number.

If a Parent is Not Happy with the Help from the College

If a parent feels that an expression of concern has not been handled properly, they should refer to the College's Complaints Policy.

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