

AZBUKA

Russian-English School & Nursery Communication Procedure 2024-2025 Cooperation between School & Parents

For School-Parent cooperation policy and practice please refer to Cooperation between School and Parents document

Admission/Registration	Follow Registration & Admission Procedure on the website www.azbukafoundation.org Main Page > Admission
Absence (planned, for approval)	office@azbukafoundation.org 2 weeks' notice required
Absence (Illnesses, emergency)	office@azbukafoundation.org Email or call school office by 9am
Attendance / Lateness Pick up/ Drop off	Must e-mail to office@azbukafoundation.org And/or <u>leave a message on school office number 02083922286</u>
Update personal details Urgent Medical update or information	admin@azbukafoundation.org parents must receive confirmation admin@azbukafoundation.org <u>(copy to office@azbukafoundation.org)</u> / message on school number parent must receive confirmation by email
Curriculum - Learning/Teaching Home work School key letters to parents	Open Days for Parents School website Overviews on website School Curriculum Meetings twice a year and Bulletins Parent-Teacher Meetings termly News from your teacher/Newsletter
Day to day short key queries or messages related to homework, PE or outings	Personal note to teacher or message in the student's diaries office@azbukafoundation.org
Preschool & Nursery Manager Key messages or queries	olga.lyczek@azbukafoundation.org <u>Olga Lyczek – Ольга Лычек</u> 07549964587
Finance & Bursaries	finance@azbukafoundation.org copy to office@azbukafoundation.org
Uniform orders	admin@azbukafoundation.org
After School clubs and lettings	admin@azbukafoundation.org
Parents Forum (general enquiries or suggestions – non curriculum)	admin@azbukafoundation.org
About AZBUKA (news, policies, legal, governors, school life and curriculum general information)	www.azbukafoundation.org
Current news/photos/posts	www.facebook.com/azbukafoundation Instagram website
Any other enquiries	office@azbukafoundation.org

Please note, the school office deals with a big volume of correspondence daily. As a small developing school members of the school administration and senior leadership team hold multiple roles, and are extremely busy. Please be assured that your enquiry will be dealt with in due course and according to our Communication Procedures. We are kindly asking parents to follow the contact list above to assist the school office with prompt responses.

School does not respond back to the emails/notifications on:

- Lateness
- Sickness
- Absence (unless authorisation is needed)

School might not respond to emails requesting:

- Information which can be found on the website or during scheduled school meetings or forums (term dates/ fees/ Open Days/ curriculum, Safeguarding Policy and Procedure)
- Persistent unreasonable emails
- After 5pm, during weekends or school holidays - Out of Office reply will inform parents of what to do with concerns and alert them to the fact that DSL/SLT will monitor emails only periodically.

In case of queries, the school will email the parents (or next of kin) and/or call using the contact numbers on the registration forms.

In case of urgent queries or notifications, the school will call the parents or guardians on the numbers given on the registration forms.

In case of a very serious and urgent concern the parent might request a meeting with the teacher and/or management. Please send your request to the main school email address and we will respond as soon as possible. In case of safeguarding concerns, we follow our Safeguarding Policy and Procedures.

Main school email address and contact number

office@azbukafoundation.org

0208 392 2286