

## AZBUKA

### Russian-English School & Nursery Communication Procedure 2020-2021 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 <a href="http://www.azbukafoundation.org">www.azbukafoundation.org</a> Main Page > Admission
Absence (planned, for approval)	<a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a> 2 weeks' notice required
Absence (Illnesses, emergency)	<a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a> <b>E-mail or call school office by 9am</b>
Attendance / Lateness Pick up/ Drop off	<b>Must</b> e-mail to <a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a> And/or <u>leave a message on school office number 02083922286</u>
Update personal details	<a href="mailto:admin@azbukafoundation.org">admin@azbukafoundation.org</a> <b>parents must receive confirmation</b>
Urgent Medical update or information	<a href="mailto:admin@azbukafoundation.org">admin@azbukafoundation.org</a> <u>(copy to office@azbukafoundation.org)</u> / message on school number <b>parent must receive confirmation by e-mail</b>
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 Parent-Teacher Meetings termly Newsletter
Day to day short key queries or messages related to home work, PE or outings	Personal note to teacher or message in the student's diaries <a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a>
Preschool & Nursery Manager Key messages or queries	<a href="mailto:oksana.pavlykivska@azbukafoundation.org">oksana.pavlykivska@azbukafoundation.org</a> Oksana Pavlykivska - Оксана Павликівська
Finance & Bursaries	<a href="mailto:finance@azbukafoundation.org">finance@azbukafoundation.org</a> copy to <a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a>
Uniform orders	<a href="mailto:admin@azbukafoundation.org">admin@azbukafoundation.org</a>
Afterschool clubs and lettings	<a href="mailto:admin@azbukafoundation.org">admin@azbukafoundation.org</a>
Parents Forum (general enquiries or suggestions – non curriculum)	<a href="mailto:admin@azbukafoundation.org">admin@azbukafoundation.org</a>
About AZBUKA (news, policies, legal, governors, school life and curriculum general information)	<a href="http://www.azbukafoundation.org">www.azbukafoundation.org</a>
Current news/photos/posts	<a href="https://www.facebook.com/azbukafoundation">www.facebook.com/azbukafoundation</a> <a href="#">Instagram website</a>
Any other enquiries	<a href="mailto:office@azbukafoundation.org">office@azbukafoundation.org</a>

Please note, the school office deals with a big volume of correspondence daily. As a small developing school members of 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 school office with the 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

In case of queries, school will e-mail 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 e-mail address and we will respond as soon as possible. In case of safeguarding concerns, we follow our Safeguarding Policy and Procedures.

**Main school e-mail address and contact number**

[office@azbukafoundation.org](mailto:office@azbukafoundation.org)

0208 392 2286