



3rd March 2025

Dear Parents and Carers,

Parent communication with the Academy

As part of our ongoing efforts to improve communication with parents and carers, we would like to share updates to our phone system, from Monday.

From Monday onwards, our phone line options will be set up to allow you to contact the Learning Managers and other admin staff directly. However, please be aware that Learning Managers may not always be available in their offices. If they are unable to answer your call, please leave a voice message. Once they have listened to their messages, they will get back to you as soon as possible. This new system will help our Learning Managers receive direct messages effectively and respond to your queries more efficiently.

In addition to this new phone system, you can continue to use our helpline email address, helpline@beaconhillacademy.org.uk, for any queries or concerns.

Please note that it is important to listen to all the options carefully before selecting your appropriate option:

- Option 1 - Attendance
- Option 2 – Mrs Paul Year 7 Learning Manager
- Option 3 – Mrs Geddes Year 8 Learning Manager
- Option 4 - Mrs Shaw Year 9 Learning Manager
- Option 5 - Miss Davies Year 10 Learning Manager
- Option 6 - Mrs Reason Year 11 Learning Manager
- Option 7 – Parent App
- Option 8 - SEN
- Option 9 - Reception

As you can appreciate, with over a thousand learners, we receive a high volume of phone calls, emails, and messages every day. Urgent matters will be prioritised. While we aim to respond to all enquiries in a timely manner please be aware that our response time to a message or email will be within 48 hours. For safeguarding concerns, please dial option 9 when calling the school and our receptionist will connect you directly with a designated safeguarding officer.

We are always striving to enhance our communication systems to better support you and your child. We hope you find this new system more effective and efficient for resolving your queries.



Beacon Hill Academy
High Arcal Drive, Sedgley, Dudley, West Midlands, DY3 1BP
T: 01902 677754 **E:** helpline@beaconhillacademy.org.uk
W: www.beaconhillacademy.org.uk
Principal: Mr S Dhami



Thank you for your continued support.

Yours sincerely,

S. Dhami

Mr. Dhami
Principal



It's time to discover more.

E info@dudleyacademiestrust.org.uk **W** dudleyacademiestrust.org.uk