

To All Parents/Carers

28th February 2023

As newly appointed Principal of Smith's Wood Academy I am writing to confirm how we will be managing parental/carers feedback moving forward.

As a leader I always value the input of parents and carers and want to work collaboratively and proactively with all of you to ensure that your children receive the highest standards of education possible.

I do acknowledge that sometimes parents have felt let down or frustrated by historical events in school. None of us want this to happen and if it does it is important that we work together constructively to ensure whatever has gone wrong is put right quickly, meaningfully and sustainably.

In order to support me with doing that I would ask that if you do have any concerns about any aspect of the academy (even if you feel you have raised this previously) please get in touch with me via office@smithswood.fmat.co.uk so that I can personally ensure that these issues are looked into and the outcome is communicated to you by the most appropriate person.

If you are still not satisfied with the outcome following this process then the academy and the Multi Academy Trust have mechanisms in place for ensuring the matter is looked into by others. Following these channels is the quickest way to ensure a speedy resolution to your issue, but I hope that by working together more closely and in greater collaboration the vast majority of parents will not have any issues or concerns with Academy life and the small number that do from time to time will see that the improved communication and collaboration resolves any concerns quickly.

I look forward to a positive future for us all, especially our students.

Yours sincerely,



Mr S Huntington
Principal