

17th September 2026

Dear Parents and Carers,

At Smith's Wood Academy, we greatly value the positive relationships we have and have worked very hard to build this with our parents and carers over the last three years. We have always been clear on our communications, honest about the journey we are on, and positive partnerships are key. We thank you for this.

There may, from time to time, be occasions when you wish to raise frustration or concern, and we encourage you to do so through the appropriate school channels so that we can address matters effectively and fairly.

Luckily the number of these occurrences are very few, however we have recently had parents emailing the school, copied in local and sometimes national contacts, this does not achieve anything and only undermines the process. This approach does not help or solve the issue or concern parents have, and most of the time the people being copied in will not respond, as they are aware of the modern parental trend of referencing government legislation. We know the legislation, and we apply it effectively.

We kindly ask that correspondence regarding concerns is directed to the school in the first instance and that external agencies or educational departments are not copied into communications at this stage.

This will result in concerns being prioritised and we can resolve matters promptly through our established procedures. Often a simple meeting solves the issue. We ask again that you familiarise yourself with the Trust Complaints Policy which can be found on our website, under Policies and Procedures.

We have also noticed an increasing use of AI-generated correspondence. Whilst we appreciate that such tools can assist with drafting, we encourage parents and carers to communicate concerns in their own words wherever possible. Direct and personal communication helps us to better understand the specific circumstances, context and desired outcomes of a situation. It also enables a more constructive and meaningful dialogue, reducing the risk of misunderstandings that can sometimes arise from artificially generated content. Not using AI support also helps with the resulting parental meeting, as

often what is cited in an AI generated email, is almost always not referenced in the meeting. Human interaction is best. If you do use AI, please proofread, as they are often littered with mistakes and contradictions. Our priority is always to work collaboratively with families to achieve the best outcome for every child, and clear, authentic communication plays an important part in this process. Please work with us, you know our expectations and standards. I am sure you expect them to be high for your children, and they are, and will continue to be.

Yours sincerely



Mr S Huntington
Principal