



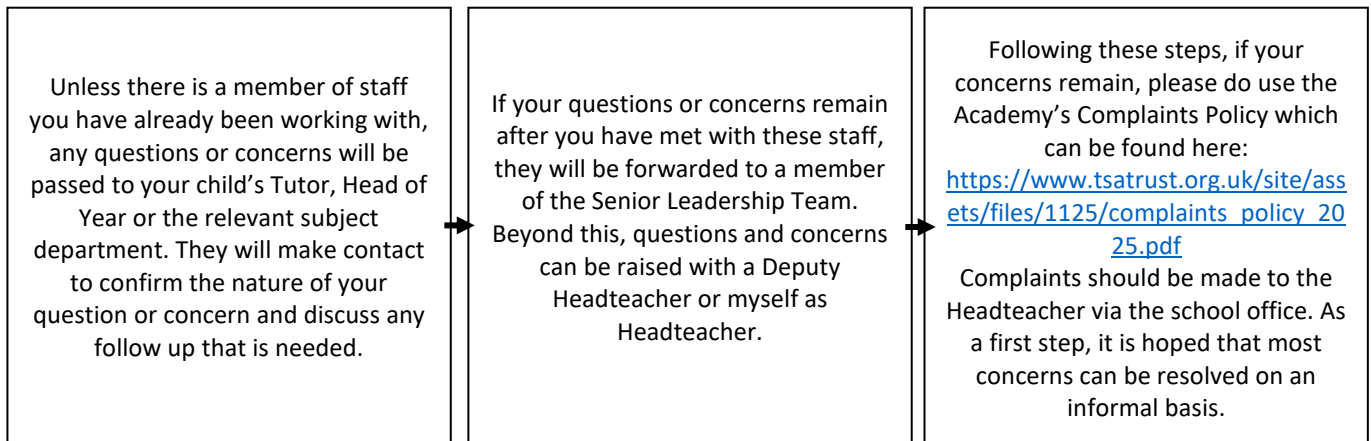
February 2026

Dear Parents/Carers

### Communication & Mobile Phones

At The Victory Academy we value our partnership with you as parents/carers. We know that students benefit from a positive relationship between school and home. There will be times when you have questions and concerns you wish to raise, and we want to ensure we work with you to resolve these as quickly and effectively as possible.

The two most effective ways to contact us are via phone (0333 360 2140) or by email ([office@thevictoryacademy.org.uk](mailto:office@thevictoryacademy.org.uk)). There are times in the day when the phone lines can become busier so at these times, you might find it easier to email instead. In seeking to resolve questions as quickly and effectively we use the below approach:



We value informal meetings and discussions and aim to resolve all issues with open dialogue and mutual understanding. However, due to staff teaching and other commitments staff can't always be readily available to meet if parents/carers come directly to reception. If you would like to meet with a member of staff, it is best to contact the Academy in advance to arrange a mutually convenient time.



ASPIRE, ENDEAVOUR, ACHIEVE [thevictoryacademy.org.uk](http://thevictoryacademy.org.uk)

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We invest in wellbeing

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We invest in people Standard

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In addition, I would also like to take this opportunity to remind parents of our approach towards mobile phones. **Mobile phones are not permitted to be seen or heard anywhere on school site.** Phones that are seen or heard will be confiscated and can be collected, that day, at 3.15pm from Student Services. We would ask for your support in maintaining these expectations by refraining from contacting your child directly using their mobile phone. If you need to pass a message to your child, please do so through the school office. In turn, students should also not be contacting parents/carers using their mobile phones during the school day. Should students need to make contact home, they should report to Student Services at breaktime or lunchtime so this can be discussed with staff.

We look forward to continuing to work with you to enable students to achieve and thrive during their time at The Victory Academy.

Yours faithfully

Mr O Owen  
**Headteacher**