

Parents/carers,

let's stay in touch...

We strongly believe communication with families and carers should be clear, accessible, informative and supportive and in the best interest of the young person. If you feel this isn't happening for any reason, please let us know.

We expect that the Home College Liaison policy is always followed by Aspris colleagues, and by parents/carers.

What to expect from us:

- Phone calls – Weekly
- Newsletters – Monthly
- A named first point of contact for any questions
- Texts – When required
- Website – detailing key college information

Get in touch – how to contact us:

- If deemed urgent please contact us on **01978 340580**
- **aspriscollegenorthwales@aspriscs.co.uk**
- **Email your child's tutor/main point of contact** – response within **two working days** at latest for non-urgent
- **Please phone between 8.30am–4.30pm** – please be mindful that the colleague member may be busy so please be prepared to leave a message outlining the details, response within **24 hours**

Meet with us

- **Teams or face to face meetings as required** – please book in advance wherever possible as we can't always guarantee the colleague you need is available
- **Annual reviews**
- **Interim reviews**
- **Informal catch up meetings**
- **Events**

Safeguarding

- DSP - Carla Owen
carlaowen@aspriscs.co.uk
- LA - Wrexham County Borough Council
- Complaints@aspris.com

We are listening

- **Contact your named first point of contact**
- **Speak to colleagues at the end of the college day** – try to book as colleagues you need to speak to may not always be available
- **Communication books if requested**
- **College email**
- **Phone school to log for a call back**