

Our Ref: SST/HBr

Tuesday 7<sup>th</sup> July 2020

Dear Parents/Carers,

As all pupils return for September I would like to take this opportunity to remind parents of the school's parental communications procedure:

Your child's tutor is the main point of contact between home and school and all tutors are teaching staff. At most points during the school day teaching staff will be delivering lessons to pupils, planning lessons or engaging in training. You should email them in the first instance with any queries that you have.

You should expect to receive a response from a member of staff to any query raised within 2 working days. In some cases this may be an acknowledgement email to confirm that your request is being looked into.

If you do not receive a response within this timeframe please forward your email to [office@thedustonschool.org](mailto:office@thedustonschool.org) who will direct your email to the relevant line manager.

If your matter is an urgent safeguarding concern please make this clear to reception staff or contact the designated safeguarding lead using [safeguarding@thedustonschool.org](mailto:safeguarding@thedustonschool.org).

Please can I also remind parents that they should not attend reception to request an on the spot appointment. Indeed, during the current COVID-19 situation parents should refrain from visiting reception where possible as per the guidance from the Department for Education.

The school's complaints procedure is available on the website at the following link, <https://www.thedustonschool.org/attachments/download.asp?file=804>.

We would appreciate and encourage you to raise any concerns that you may have with the school directly.

Yours faithfully



Mr Strickland  
Principal

Mr S Strickland – BA (Hons), MA, NPQH  
Principal

01604 460004

[office@thedustonschool.org](mailto:office@thedustonschool.org) | [www.thedustonschool.org](http://www.thedustonschool.org)

