

Our Ref: SST/HBR

Monday 13th September 2021

Dear Parents / Guardians,

Re: Lines of communication

I would like to remind all parents/guardians of the appropriate channels of communication that exist within the school should you need to raise a concern, worry or indeed a complaint. The following sets out neatly how the school operates and where you should field your communication/s to, as follows:

Primary Phase:

- In the first instance you should liaise with your child's class teacher
- Should the class teacher be unable to resolve your concern then you should make contact with the relevant Phase Lead Teacher for your child. The Primary Phase Lead Teachers are; EYFS Mrs Almond, Years 1 and 2 Mrs Caitlin, Years 3 and 4 Miss Page and Years 5 and 6 Mrs Kay
- If the Phase Lead Teacher cannot resolve your concern you should then liaise with Mrs Pragnell, the Deputy Head of the Primary Phase
- If Mrs Pragnell is unable to resolve your concern it should then go to Mrs Loomes, Head of the Primary Phase

Secondary Phase:

- In the first instance you should contact your son/daughter's Form Tutor
- Should the Form Tutor be unable to resolve your concern then you should contact the Assistant Director of Year/Director of Year who oversees your son/daughter's year group
- If the Assistant Director of Year/Director of Year cannot resolve your concern it should then go to the relevant Assistant Principal attached to your child's year group. At Key Stage 3 this is Mr Nelson, for Year 10 this is Mr Wade and for Year 11 this is Mr Dewes
- Should the relevant Assistant Principal be unable to deal with your concern then you should liaise with either Mr Wise, Vice Principal in charge of Key Stage 3, or Mrs H Jones, Vice Principal in charge of Key Stage 4

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

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Sixth Form:

- In the first instance you should contact your son/daughter's Form Tutor
- Should the Form Tutor be unable to resolve your concern then you should contact the Assistant Head of Sixth Form (Mrs Ward), the Sixth Form Study Manager (Mrs Jefferson), the Head of Year 12 (Mr Floyer) or the Head of Year 13 (Miss Griffiths)
- Should the members of staff above be unable to deal with your concern then you should liaise with Mrs M. Jones, Vice Principal in charge of Key Stage 5

Safeguarding:

- The 'Who can I talk to' section of our school website, which can be found [here](#), details the staff attached to each phase/year group within the school and who you are best placed liaising with

Parents/guardians are advised to contact the relevant member of staff via email in the first instance. Our reception team can become extremely busy fielding calls and this can lead to significant waiting times for parents/guardians when you are trying to contact the school. I also ask for your forbearance and understanding as staff are often teaching or involved in meetings relevant to their role within the school. It is therefore often not possible for members of staff to respond to you straight away. As a school we will respond to your communication within two working days. The school also operates a weekly and holiday based email embargo to safeguard staff and support their work-life balance. Can I also remind parents that you should only come to the school if you have a pre-arranged meeting with a member of staff.

I thank you in anticipation of your support and understanding regarding our communications approach.

Yours faithfully,



Mr Strickland
Principal

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