



School contact advice for parents

WHO TO ADDRESS YOUR CONCERNS TO?

It is unlikely a concern a parent may have will need to be addressed to the Headteacher in the first instance. It is important your concern is raised to the right level as below as this will enable the school to address your concerns more quickly.

In cases where a concern does not reach the correct person, you will be referred to the right level as quickly as possible.

The Complaints Policy (found on the website) can be used if your concern has been unsatisfactorily resolved.

CONCERN	PERSON REFERRED TO
Attendance	Mentor
Classroom / Lesson	Teacher
Teacher issues	Head of Department
Whole school concerns / clarifications	Mentor
Bullying issues – initial contact	Mentor
On-going issues; Subject based pastoral/bullying based	Head of Department College Leader
Head of Department or College Leader	Line manager via Head's PA
Child protection	Deputy safeguarding lead