

Parent/Carer - Who do I need to speak to?

WHAT	WHO
My child will not be in school	Attendance Officer
My child needs to leave school for an appointment	Attendance Officer
My child will be arriving late for school.	Attendance Officer
I am concerned about the behaviour of my child	HOY
I am am concerned about behaviour towards my child	HOY
I have a concern about my child's progress	HOY
I have a wellbeing/safeguarding concern	Safeguarding Officer
The family needs support with food/transport/housing or other concerns	Family Engagement Officer
We have applied for a place and need starting information	Family Engagement Officer
We do not speak english and need some support	Language Acquisition
I have a question about a letter I have received from school.	Reception
General Information	Reception
My child has lost something in school	Reception

Learners - Who do I need to speak to?

WHAT	WHO	WHEN/WHERE
I have a problem with my uniform.	Form Tutor	Tutor time
I need to leave for a medical appointment.	Attendance Officer	When you first come in to school.
I have a problem with my lessons and would like to change	HOY	Arrange an appointment to speak with them
I have lost something in school	Learner Support	With class teachers permission as soon as you know it is missing.
I need a new timetable	Pastoral Support Officer/Student Support	Tutor time/break or lunch
I don't feel well/I have been sick	Class teacher	When you feel that you cannot carry on with your lesson
I am being bullied	Form Tutor	Tutor time/break/lunch
Someone has threatened me	Form Tutor/Pastoral Support Officer	Tutor time/break/lunch
Something bad is happening to me at home	Any staff member you trust/Safeguarding Officer	Whenever you are able to tell them.
Something bad has happened to my family	HOY	When you first come into school