

WHO TO SPEAK TO IF YOU HAVE A PROBLEM AT THE WILNECOTE SCHOOL

At The Wilnecote School we are constantly striving to improve our practice. When parents have a concern about their child's education we would hope they would contact us without hesitation. There are existing points of information available to parents:

- Handbooks
- Website - www.thewilnecoteschool.com
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If there are problems or concerns the following chart should be used as a guide. The first point of contact should be with the member of staff closest to the problem. We are pleased to note that most problems are quickly resolved at this point.

<i>Nature of Concern</i>	<i>Point of Contact</i>
Concern in lesson Unresolved problem in lesson after consultation with subject teacher	Head of Department SLT Link to Department
Problem in Tutor Group, around the school or on the way to/from school Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with tutor Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with the tutor and Head of Year	The Tutor Pastoral Year Lead Mr Brett, Senior Pastoral Operations Manager
Concern with the office, reception, switchboard, etc. Unresolved problem with the office after contact with the Finance & Administration Manager	Mrs E Hinckley, Office Manager Mr Stevenson, Operations Manager
Concern over Health & Safety	Mr Stevenson, Operations Manager
Problem on a school trip/visit/or out of school hours activity Unresolved problem concerning a trip, visit or out of school hours activity after contact with teacher responsible	The organising teacher or Head of Department Mrs Ager, Assistant Head, EVC Mr Stevenson, Operations Manager/ EVC /
Problem with SEN provision Unresolved problem concerning SEN provision	Miss Andrews, HLTA Mr Herbert, Head of Inclusion/SENCO

Problem with admission: Years 6-7 Years 7-11	Mrs Ager, Assistant Head Mr Simpson, Assistant Head
Unresolved problem with any of the above after consultation with all relevant staff	Mr Foskett Headteacher
Unresolved problem with any of the above after consultation with all relevant staff and the Headteacher	Mr M Howell Chair of Governors

Guidelines

1. You should write to, or telephone, the relevant member of staff. If telephoning, all staff can be contacted through the main switchboard on 01827 831300. Mr Foskett can be contacted through headteacher@wilnecotehighschool.org.
2. If you are contacting a teacher by telephone, you will probably find that s/he will be teaching. Please leave a message and you will be contacted as soon as possible.
3. On receipt of a telephone call, or letter/email, staff will contact you within 48 hours to indicate their preliminary action.
4. Investigations can take time, but it is hoped that a fuller investigation/report to parents will be ready within 10 school days.
5. Governors can be contacted by writing a letter addressed to Mr M Howell, Chair of Governors and sent via the school office.
6. **SLT attached to Departments:**
 Mr Foskett - Science
 Mrs Ager - Maths
 Mrs Marsland - English / Humanities
 Mr Williams - Art, Design Technology
 Mr Croydon - MFL / ICT
 Mr Herbert - Music & Drama
 Mr Simpson - PE
7. **Heads of Department:**
 Head of Science - Mr Blake
 Head of P.E. - Miss Dickens
 Head of Computer Studies - Mr Garland
 Head of Humanities / History - Mr Farrell
 Head of Music & Drama - Mr Hyden
 Head of English - Mr O'Malley
 Head of Art - Mrs Smith
 Head of D & T - Mr Ogbley & Miss Collier
 Head of Maths - Mr Mulhall
 Head of Modern Languages - Mrs Turner
8. **Heads of Year:**
 Year 7 - Miss Julius Year 7 Pastoral Lead - Mrs Jones
 Year 8 - Mr Hyden Year 7 Pastoral Lead - Miss Dodwell
 Year 9 Pastoral Lead - Miss Orton
 Year 10 - Mr Brett
 Year 11 Pastoral Lead - Miss Shilling