Communication Flow-chart
Recommended Procedure for Parents

Academic Matter	Attendance	General welfare	Special Education Need	Dress Code matter	School's online Platforms	Any other matter
A query or concern regarding a specific subject (e.g. English, Science etc)	*Query or to report attendance related matters such as illness, doctor's appointments etc.*	*Query or concern regarding general well being of the student*	*Query regarding school's Special Educational Need provision*	*Query or to report any matter regarding dress code*	*Query or concern regarding online platforms such as SMH, SIMS gateway*	*If your query is regarding any other matter; not covered here.*
Leave a message for the subject teacher	Leave a message for the Pastoral Link	Leave a message for the form Pastoral Link	Lease leave a message for the Assistant to SENCO	Leave a message for the form tutor	Leave a message for the office	Leave a message for the office manager
If the matter is not resolved, leave a message for subject HoD	If the matter is not resolved, leave a message for Head of Year.	If the matter is not resolved, leave a message for Head of Year	If the matter is not resolved, leave a message for SENCO	If the matter is not resolved, leave a message for the Head of Year	If the matter is not resolved, leave a message for the Office Manager.	
If the matter is not resolved, leave a message for AHT	If the matter is not resolved, leave a message for AHT.	If the matter is not resolved, leave a message for SLT	If the matter is not resolved, leave a message for AHT	After dealing with the Head of Year, if the matter is not resolved, leave a message for an AHT		
DHT						
After speaking with a DHT, if the matter is not resolved, please follow the complaint procedure.						
Please note: when you leave a message, members of staff try their best to respond within two working days. If you do not hear back within two working days, please escalate it to the next level. *If there is an urgent **safeguarding** matter, please leave a message for a member of the safeguarding team.*						

Key: HOD – Head of Department   SMW – Show My Homework

      AHT – Assistant Headteacher

      DHT – Deputy Headteacher