

Appendix 1 - School's Local Arrangements

**WHO TO SPEAK TO IF YOU HAVE A PROBLEM AT
THE POLESWORTH SCHOOL**

At The Polesworth 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
- Polesworth Matters
- Website - www.thepolesworthschool.com

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	Head of Department
Unresolved problem in lesson after consultation with subject teacher	SLT Link to Department
Problem in Tutor Group, around the school or on the way to/from school	The Tutor
Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with tutor	Head of Year
Unresolved problem in Tutor Group, around the school or on the way to/from school after consultation with the tutor and Head of Year	Miss Downing, Deputy Head/Mr White, Assistant Head
Concern with the office, reception, switchboard, etc.	Mrs Kiteley, Finance & Administration Manager
Unresolved problem with the office after contact with the Finance & Administration Manager	Mr Ryan, Operations Manager
Concern over Health & Safety	Mr Ryan, Operations Manager
Problem on a school trip/visit/or out of school hours activity	The organising teacher or Head of Department
Unresolved problem concerning a trip, visit or out of school hours activity after contact with teacher responsible	Mr Ryan, Operations Manager/Acting EVC
Problem with SEN provision	Mr Rosten-Smart, Head of Inclusion/SENCO
Unresolved problem concerning SEN provision	Mr Ford, Deputy Headteacher

Problem with admission: Years 6-7	Mr Rosten-Smart, Transition Co-Ordinator/SENCO
Years 7-11	Miss Downing, Deputy Head
Year 12-13	Mr Quinney, Deputy Head
Problem with Transport to and from school	Warwickshire County Council Education Transport
Unresolved problem with any of the above after consultation with all relevant staff	Mrs Favell Headteacher
Unresolved problem with any of the above after consultation with all relevant staff and the Headteacher	Dr S Eaton 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 702205. Mrs Favell can be contacted through Mrs Holland, HR Manager & Assistant to the Headteacher, via the school office.
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 Dr S Eaton, Chair of Governors and sent via the school office.
6. **SLT attached to Departments:**
Mr Ford - Science, Music & Drama, Design Technology
Mr Quinney - Maths, English & PE
Mrs O'Regan - Geography & History
Mrs Harris-Green - Travel & Tourism, MFL, RS
Mr White - Social Sciences, Art
Miss Downing - Business & IT
7. **Heads of Department:**
Head of Science - Mrs McBeth
Head of Vocational Studies - Mrs Dandy
Head of P.E. - Mr Hockridge
Head of Computer Studies - Miss Harris
Head of History - Mr Caldwell
Head of Music & Drama - Mrs Glover
Head of English & R.S. Faculty - Ms Hodgkinson
Head of Social Science (Psychology & Sociology) - Mr Lewis
Head of Art - Mr Atkins
Head of Business Studies - Mrs Mossman
Head of D & T - Mrs Miller-Jones
Head of Maths - Mr Newell
Head of Modern Languages - Mrs Parker
Head of Geography - Mr Warden
8. **Heads of Year:**
Year 7 - Mr Haywood
Year 8 - Mrs Collier
Year 9 - Miss Mason
Year 10 - Mr Ravenscroft
Year 11 - Mrs Shafiq
Year 12- Mr Cairns
Yr 13 - Mrs Harris