

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	Mr Ford, Senior Deputy Head/Mr White, Assistant Head
Concern with the office, reception, switchboard, etc.	Mr Ryan, Compliance & Administration Manager
Unresolved problem with the office after contact with the Finance & Administration Manager	Mrs Dyer, Head of Finance & Operations
Concern over Health & Safety	Mrs Dyer, Head of Finance & Operations
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	Mrs Hennessy, Educational Visits Co-ordinator
Problem with SEN provision	Mr Rosten-Smart, SENCO
Unresolved problem concerning SEN provision	Mr Ford, Senior Deputy Headteacher

Problem with admission: Years 6-7	Mr Rosten-Smart, Transition Co-Ordinator/SENCO
Years 7-11	Mr Ford, Senior Deputy Head
Year 12-13	Mr Quinney, Associate 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	Mrs Ladkin 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 Mrs Ladkin, Chair of Governors and sent via the school office.
6. **SLT attached to Departments:**
 Mr Ford - Science, Travel & Tourism, PSHE
 Mr Quinney - Maths & PE
 Mrs O'Regan - English, Geography, Business & IT
 Mrs Harris-Green - RS & MFL
 Mr White - Social Sciences, Art
 Miss Downing - History & Design Technology
7. **Heads of Department:**

Director of Science - Mrs McBeth	Head of Art - Mr Atkins
Head of Travel & Tourism - Mrs Dandy	Head of Business Studies - Mrs Birch
Head of P.E. - Mr Hockridge	Head of D & T - Mrs Miller-Jones
Head of Computer Studies - Miss Harris	Director of Maths - Miss Phipps
Head of History - Mr Caldwell	Head of Modern Languages - Mrs Parker
Head of Music & Drama - Mrs Glover	Head of Geography - Mr Warden
Director of English - Ms Hodgkinson	Head of RS - Miss Onions
Head of Social Sciences (Psychology & Sociology) - Mr Lewis	
8. **Heads of Year:**

Year 7 - Miss Lawrance	Year 8 - Mrs Shafiq	Year 9 - Mr Haywood
Year 10 - Mrs Collier	Year 11 - Mr Ravenscroft	
Head of Post-16 - Mrs Harris	Assistant Head of Post-16 - Mr Barber	