

Issue/Concern	Who to Contact																					
<ul style="list-style-type: none"> <li>- Concerns about a lesson</li> <li>- Learning in a subject</li> <li>- Pupil progress in a subject</li> </ul>	Subject teacher																					
<ul style="list-style-type: none"> <li>- Subject area Policy</li> <li>- Set changes</li> <li>- Exam specific questions</li> <li>- Persistent subject concerns</li> </ul>	Head of Department																					
<ul style="list-style-type: none"> <li>- Tutor group issues</li> <li>- Concerns about relationships</li> <li>- Uniform</li> </ul>	Form Tutor																					
<ul style="list-style-type: none"> <li>- Persistent Absence</li> <li>- Concerns at home</li> <li>- Persistent concerns outside of lessons</li> </ul>	Head of Year																					
<ul style="list-style-type: none"> <li>- SEN support or inclusion</li> <li>- One plans and EHCPs</li> </ul>	SENCO																					
<ul style="list-style-type: none"> <li>- Lunch Cards</li> <li>- Bus Passes</li> <li>- ParentPay Accounts</li> <li>- Free School Meals</li> <li>- Attendance concerns</li> <li>- Lost property</li> </ul>	Student Services																					
<p>To report forms of bullying, racial, sexual, religious or any other type of intolerance, please fill in the form linked <a href="#">here</a></p>																						
<p>If you would like to make a complaint, we would urge you to contact the line manager of the member of staff or department concerned first.  Rather than escalate a concern too quickly, we would ask that you follow the contact guide below:</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 40%;">1. Curriculum issue</td> <td style="width: 10%; text-align: center;">=</td> <td style="width: 50%;">Class Teacher</td> </tr> <tr> <td>2. Pastoral issue</td> <td style="text-align: center;">=</td> <td>Form Tutor</td> </tr> <tr> <td>3. Ongoing Curriculum issue</td> <td style="text-align: center;">=</td> <td>Head of Department</td> </tr> <tr> <td>4. Ongoing Pastoral issue</td> <td style="text-align: center;">=</td> <td>Head of Year</td> </tr> <tr> <td>5. Senior Leadership Team (SLT)</td> <td></td> <td></td> </tr> <tr> <td>6. Headteacher</td> <td></td> <td></td> </tr> <tr> <td>7. Chair of Governors</td> <td></td> <td></td> </tr> </table> <p>You can refer to the Complaints Policy <a href="#">here</a>.</p>		1. Curriculum issue	=	Class Teacher	2. Pastoral issue	=	Form Tutor	3. Ongoing Curriculum issue	=	Head of Department	4. Ongoing Pastoral issue	=	Head of Year	5. Senior Leadership Team (SLT)			6. Headteacher			7. Chair of Governors		
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