

What if

I am considering a new haircut... or new shoes...?

You must remember to consult and follow the school uniform policy at all times. Your appearance and attire is your responsibility you must inform your parents / guardians of what is acceptable.

“But somebody else is wearing them!” you may protest. We challenge every student for non-compliance to the uniform policy, it could be that the other person is waiting for a replacement item. Take responsibility for yourself and ignore the distractions around you - they will be being dealt with!

I have an appointment (doctor, dentist, hospital etc)...?

We expect all non-emergency medical, dental or optician appointments to be booked outside of school hours. If this cannot be done, please try to book the appointment so that your child can complete most of their school day as normal. Parents / guardians **MUST** write a note (on paper or in planner), send in a copy of the appointment letter/card or inform Attendance of an upcoming appointment. Ensure that you make it clear what time you are collecting your child, or that they can make their own way to the appointment. If school has not been advised of an appointment, Reception will call parents / guardians to confirm, children will not be allowed to leave school premises until contact has been made.

I am upset or have a problem...?

Dealing with problems is easier than you think - a problem shared is a problem halved! Saying that, it is essential that you go to the right person. You must decide if your problem is **personal** (family upset, friendship concerns, bullying etc.) or **academic** (confused with homework, worried about a test, falling behind in class) or **medical**.

If your problem is **personal**, then discuss with your Tutor first. Your Tutor will be able to guide you with what to do or who to speak to.

If your problem is **academic**, then you must speak to your Subject Teacher or the Curriculum Leader.

If you have an emergency **medical** problem, go straight to Reception to see a first aider or ask to book an appointment with the school nurse for a confidential discussion.

If you have a really serious concern, then you must contact your Pastoral Lead, or any member of Senior Staff. If you have a child protection concern, then you must speak to Mrs Ressel, the Designated Safeguarding Lead (DSL).

My Parent/ Guardian wants to contact the school...?

Parents / guardians can contact the school by letter, phone call or email. It is also possible to leave a message in person at Reception.

Phone calls made to the school will be returned as soon as possible, taking into account teaching commitments. Your call will be directed to the member of staff best suited to help you, so please be clear with the Receptionist and outline the nature of your concern. This will help us to respond quickly.