



Communications Flow Chart – who do I need to contact?

1. Attendance team:

- Contact for:
 - Attendance related matters including attendance notes, queries and messages

2. Front office admin team and finance team:

- Contact for:
 - Parent pay
 - Trips
 - Uniform sales
 - Queries about clubs and transports
 - Pupil Premium

3. Form Tutor

- Contact for:
 - Daily academic or behavioural concerns – generally low level concerns
 - General well-being of the student
 - Low level friendship issues
 - Specific homework or assignment issues

4. Class Teacher:

- Contact for:
 - Homework issues
 - Progress issues (in the first instance)
 - Queries around behaviour or achievement logs

5. Head of Faculty:

- Contact for:
 - Second instance of progress issues or homework setting issues
 - Concerns about class teacher conduct

6. Head of Year

- Contact for:
 - Year group-wide issues (e.g., events or trips)
 - Behaviour concerns or patterns across the year group
 - Academic performance within the year group
 - Pastoral care or student welfare (for multiple students in the year)

7. Designated Safeguarding Lead (DSL)

- Contact for:
 - Serious concerns regarding a student's well-being or mental health

8. SENCO:

- Contact for:
 - Special educational needs (SEN) concerns
 - Access arrangements for exams and assessments

9. Assistant Principals or wider Executive Leadership Team:

- Contact for:
 - Specific academic concerns relating to setting or pupil progress over time
 - Serious discipline or behavioural concerns about policy or breach of policy
 - School-wide issues, such as serious behavioural issues
 - Issues relating to school policies, curriculum, exam or assessment
 - Support for students experiencing more severe emotional or academic issues

10. Vice Principal:

- Contact for:
 - Major academic performance concerns
 - Staff-related concerns (e.g., specific department or school-wide issues)
 - Concerns regarding the school's broader operational or academic direction including changes to the curriculum

11. Principal:

- Contact for:
 - Escalation of unresolved issues previously reported to another staff member but unresolved
 - Serious safeguarding or welfare issues about a pupil (DSL) or member of staff (Principal)
 - Major complaints or concerns regarding the school
 - School policies
 - Long-term strategic concerns (e.g., school funding, staffing, or significant complaints)