# Communication Pathway for Parents/Carers

For queries/concerns please refer to the pathway below, in the order shown, so that we can respond appropriately.

If you email the Parrenthorn general email, it will be forwarded to the correct member of staff. If you email the wrong member of staff they will redirect it.

| Query/Concern | Step 1 | Step 2 | Step 3 | Step 4 | Step 5 |
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| If you are concerned about a friendship issue or an incident in school | Contact your child's form tutor | If unresolved, contact your child's Head of Year | Contact a Pastoral Manager<br>Ms White<br>Mrs Jackson<br>Miss Kaye | Contact the Assistant Head (Behaviour & Attendance)<br>Mr Hunter | Contact the Deputy Head (Pastoral)<br>Mr Rogers |
| If you are concerned or have a query about an aspect of your child's learning | Contact your child's relevant subject teacher | If unresolved, contact the Head of Department | Contact the Assistant Headteacher (Curriculum)<br>Mr Laverick | Contact the Deputy Headteacher (Q of E)<br>Mrs Miles | Contact the Headteacher<br>Mr Bell |
| If you are concerned about your child's mental health or wellbeing | Contact your child's form tutor | If unresolved, contact your child's Head of Year | Contact the Lead Practitioner (Personal Development)<br>Ms Bodkin | Contact the Assistant Head (Safeguarding)<br>Ms Hollstein | Contact the Deputy Head (Pastoral)<br>Mr Rogers |
| If you feel that you child has additional needs or you have a query regarding your child's additional needs | Contact your child's form tutor | If unresolved, contact your child's Head of Year | Contact the SEND core team<br>Mrs Walker<br>Mrs Collins<br>Ms McKelvey | Contact the Assistant SENDCo<br>Mr Smith | Contact the Assistant Head (SENDCo)<br>Ms Nicholls |
| If you have a concern about your child's attendance | Contact your child's form tutor | If unresolved, contact your child's Head of Year | Contact the attendance team<br>Mrs Jones<br>Mrs Henry | Contact the Assistant Head (Behaviour & Attendance)<br>Mr Hunter | Contact Bury Local Authority<br>0161 253 5000 |
| If you have a concern about the safety and welfare of a child | Contact your child's Head of Year | If unresolved, contact a Pastoral Manager<br>Miss Kaye<br>Ms White<br>Mrs Jackson | Contact the safeguarding team<br>Ms Hollstein<br>Ms Nicholls<br>Ms Bodkin | If there is an immediate danger, or you need advice or information, call the Multi Agency Safeguarding Hub<br>0161 253 5678<br>(outside hours 0161 253 6606) | |
| If you have a concern about your child's transition to secondary school | Contact your child's form tutor | If unresolved, contact your child's Head of Year | Contact the transition team<br>Mrs Wren<br>Miss McKelvey (SEND) | | |
| If you have a query about the library | Contact the School Librarian Mrs Day | | | | |
| If you have a query about the canteen or need help applying for Free School Meals | Contact the school canteen or Bury Local Authority | | | | |

- ***All email addresses are on the school website*** [www.parrenthorn.com/ourstaff](www.parrenthorn.com/ourstaff)
- ***Staff will acknowledge receipt within 24 hours. Please do not expect staff to respond outside of normal working hours.***
- ***Please ensure that you follow the steps above and contact the school office if you wish to make an appointment to speak to a member of staff - it will not be possible to speak to staff without an appointment.***

We are sure any questions and queries will be dealt with by following the process above. However, if you wish to make a formal complaint, please follow the complaints policy on the 'policies' section of the website.