

Parental Communication Guidance

We would like to share some guidance to help you with contacting the right members of staff to support you with issues or questions. The school will always aim to respond to queries within two working days.

Form Tutor – The Form Tutor should be the person you contact initially in most cases. Form Tutors are asked to support students and parents with initial concerns about friendship issues or if your child has mentioned something is not right in a lesson, has concerns relating to homework or requires support with careers advice and guidance. Form Tutors are the first person to support students with wellbeing or mental health concerns, and ensure any necessary referrals are made. We believe the Form Tutor should be the person both students and parents have the strongest and most consistent relationship with. Please remember most of our Form Tutors will teach lessons during the day, and often use time before or after school to contact parents and pick up emails.

Year Leader Team – The Year Leader Team is there to support when a situation may not have improved after an initial concern. This could be a concern that relates to behaviour over several lessons or times of the day. The Year Leader team could also support if there has been a one-off event that may impact a student. Our Year Leaders work with 300 students each but aim to respond to any queries within two working days.

Progress Leader – The Progress Leaders support with concerns related to academic progress and will be a support in resolving concerns related to specific areas. This could include changes to classes, timetable alterations and work alongside the Year Leader supporting student behaviour. They will also have a key role to play in safeguarding students. If you feel an academic concern has not been addressed by a Form Tutor, then please speak to your child's Progress Leader. The Progress Leaders work with 300 students and have a teaching timetable but aim to respond to any queries within two working days.

Senior Leadership Team – The Senior Team oversee the running of the school and can support you with resolving escalated complaints where previous intervention (e.g., by a Progress or Year Leader) has not resolved the situation.

If you are unsure of who your child's Form Tutor, Year Leader or Progress Leader is then please use the enquiries email address (enquiries@SBE5D.com) and it will be filtered to the right member of staff. As stated, our aim is to respond within two working days.

We also want to encourage parents and students to make use of the Anti-Bullying email address (anti-bullying@SBE5D.com) which is monitored and can be used as a place to report incidents of bullying without having to speak to someone in person.

If you have any worries or concerns about your child's emotional well-being or mental health, please contact their form tutor or through the wellbeing email address at the school (wellbeing@SBE5D.com).