

## Communication Pathways for Parents

Please use these pathways so we can best respond to your query or concern.

The school week: Monday to Friday 8:30am – 4:30pm. You should expect a response within 2 working days.

CONCERN	Step 1	Step 2	Step 3	Step 4
If you're concerned about an aspect of your child's learning	Contact the individual Head of Department.	If unresolved, contact the Senior Leader link for the department.	If unresolved, contact the Vice Principal for Performance, Mr Boden.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal, Mr Kelay.
If you're concerned about a pastoral issue in and around school.	Contact your child's Assistant Head of Year or Head of Year.	If unresolved, contact the Senior Leader link of your child's year group.	If unresolved, contact the Senior Vice Principal, Mr Morgan.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal, Mr Kelay.
If you're concerned about an aspect of your child's mental health	Contact your child's Assistant Head of Year, Head of Year or Wellbeing Mentor, Miss Fowler.	If unresolved, contact the Senior Leader for Wellbeing, Mrs Heins.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with Vice Principal, Miss Stephens.	
If you feel your child has additional needs or you need support with your child's additional needs	Contact our SENDCO, Miss Wheat.	If unresolved, contact the Vice Principal for Inclusion, Miss Stephens.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal Mr Kelay.	
If you're concerned about a member of staff.	Contact the individual Head of Department.	If unresolved or concerning the Head of Department, contact the Vice Principal for Performance, Mr Boden.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal Mr Kelay.	
If you're concerned about the safety and welfare of a child	Contact your child's Head of Year.	If unresolved, contact the Designated Safeguarding Lead, Mr Chandler.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal Mr Kelay.	
If you're concerned about an issue relating to your child's attendance.	Contact BBS Attendance or your child's Assistant Head of Year.	If unresolved or concerning the Attendance Team, contact the Assistant Principal for Attendance, Mr Chandler.	If unresolved, contact the Senior Vice Principal, Mr Morgan.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the Acting Principal, Mr Kelay.
If you need to let First Aid know about a medical issue.	Contact BBS admin email for the subject line FAO: First Aid	If unresolved or concerning the First Aid Team, contact the Assistant Principal for First Aid, Mr Chandler.	If unresolved, contact the Senior Vice Principal, Mr Morgan.	If unresolved, contact the Principal's PA, Mrs Boden to organise a meeting with the acting Principal, Mr Kelay.

### **If you feel your concern needs escalating to a complaint.**

On occasions, you may not be satisfied with the response or lack of response from the concerns that you have raised. You will be able to raise a complaint to the school and trust.

The school follows the Learning Community Trusts complaints policy, which can be found on the BBS and LCT websites.

The stages for your complaint:

#### **Stage 1 – Informal**

This is an opportunity to meet with the relevant member of staff to discuss the complaint and should take place within 5 school days of the complaint.

#### **Stage 2 – Formal**

This formalises the complaint and is addressed to the Principal, who will meet within 10 working days of the formal complaint. (This meeting may be delegated to a Vice Principal on occasions).

#### **Stage 3 – Formal**

If you are not satisfied with the response at stage 2, then the complaint escalates to the Chair of the Governing Body to review the process so far. They will respond within 15 working days.

#### **Stage 4 – Formal (Review panel)**

The complaint will be escalated to a governing panel meeting on a date set within 10 school days.

#### **Stage 5 – Formal (Chair of the LCT)**

The final trust stage of the complaint will be heard by the chair of the Learning Community Trust within 15 school days.

### Central Admin Office

Contact the central office on 01952 386500 or via email [main.bbs@taw.org.uk](mailto:main.bbs@taw.org.uk). The office is open from 8:30am and closes at 4:30pm. (4:00pm on a Friday)

### Attendance Office

To report your child's absence please call 01952 386500 and choose option 1 or via email on [attendance.bbs@taw.org.uk](mailto:attendance.bbs@taw.org.uk).

Please note, the lines become very busy first thing in the morning, please leave a message if you are unable to speak to a member of the team. All absence needs reported directly to the attendance team.

To request leave for medical appointments please contact the attendance office and provide details of what the appointment is for, what time your child is being collected at reception, and who is coming to collect them. If you need to collect your child early for a medical appointment, you will be required to provide medical evidence to ensure that your child is not marked as 'unauthorised'. Please send copies of appointment letters to the email above as soon as possible.

If you have a query regarding incorrect attendance marks, please leave 24 hours since your child's absence to contact the attendance team. Registers are updated throughout the day and any queries are usually resolved by this time.

### Subject contact emails

**(Response time: within 48 hours)**

Please contact [main.bbs@taw.org.uk](mailto:main.bbs@taw.org.uk) and add the subject in the subject title of the email.

FAO: Art  
FAO: Business & Computer Science  
FAO: English  
FAO: Geography  
FAO: History  
FAO: Maths  
FAO: Modern Foreign Languages  
FAO: Performing Arts  
FAO: Physical Education  
FAO: Religious Education  
FAO: Science  
FAO: Technology

### Head of Year contacts

**(Response time: within 48 hours)**

**Year 7:** [emma.edge@lct.education](mailto:emma.edge@lct.education)

Year 7 SLT link: Mrs K Heins

**Year 8:** [jenny.nixon@lct.education](mailto:jenny.nixon@lct.education)

Year 8 SLT link: Mr H Chandler

**Year 9:** [basia.sigiel@lct.education](mailto:basia.sigiel@lct.education)

Year 9 SLT link: Mrs N Champion

**Year 10:** [ginny.wright@lct.education](mailto:ginny.wright@lct.education)

Year 10 SLT link: Mrs B Wigley

**Year 11:** [paige.jervis@lct.education](mailto:paige.jervis@lct.education)

Year 11 SLT link: Mrs M Griffiths

If you need to contact the SLT link, please email [main.bbs@taw.org.uk](mailto:main.bbs@taw.org.uk) and add the name of the member of SLT in the subject title of the email.