

Safeguarding Team

If you are worried about the safety or wellbeing of your child or another student, please contact safeguarding@derbycathedralschool.org.uk

Most queries are dealt with by our Deputy Designated Safeguarding Leads (DDSL): Mrs A. Lucas and Mrs V. Smith. Mr A. Goodhead (Deputy Headteacher) and Mrs J. Brown are also DSLs and may deal with some situations. The whole team have specialist training and are used to dealing with sensitive or difficult topics.

What if I am not happy with the school's response?

If you are not happy with how a situation has been dealt with then please contact info@derbycathedralschool.org.uk You can ask to be passed on to someone with more responsibility e.g. Head of Year/Head of Department or a Senior Leader.

The Senior team will deal with queries relating to their area of responsibility:
Mr S. Coucill - Curriculum
Mr A. Goodhead – Pastoral & Inclusion
Mr J. Emberley: achievement & pupil premium
Mr P. Hammerton – SEND & Navigation
Mr A. McIntyre – Sixth Form
Miss C. Noble – Teaching & Learning
Mrs J Brown – Headteacher deals with higher level safeguarding and formal complaints.

If you wish to make a formal complaint, please follow the complaints process as set out in the policy on our website.

Communication Protocol

If you do not hear back from us within 2 school days, please let us know by phoning or sending an email to info@derbycathedralschool.org.uk

We ask that all parents/carers are polite and respectful when communicating with school staff. We understand that sometimes things go wrong and emotions can run high. However all communication, from both parties, should be in line with our FAITH values.

We ask that all parents/carers:

- are courteous and polite
- clearly explain any concerns
- book an appointment if a meeting is needed
- allow staff the time to investigate any issues
- do not post details about incidents on social media. This often delays our ability to respond and can make the situation worse for your child

Derby Cathedral School
Great Northern Road, Derby DE1 1LR
Tel: 01332 325710

info@derbycathedralschool.org.uk
www.derbycathedralschool.org.uk

DDAT
Derby Diocesan Academy Trust

We are proud to be part of
Derby Diocesan Academy Trust.

Positive Home-School Communication

Information for
parents and carers

Derby
CATHEDRAL
SCHOOL

Positive Home-School Communication

A strong working relationship between parents/carers and school is vital to providing the right support for every student. Strong relationships need good communication. This leaflet explains how school and parents/carers can work together most effectively.

How do we communicate with Parents/Carers?

We try to use a variety of communication methods that are most relevant in each situation. These will include:

- Phone calls
- Emails
- Weekly News updates
- Information Evenings e.g. Year 9 Options, Year 11 Information
- Open events e.g. Year 6 and Year 12
- Parents' Evenings
- Information on the school website
- Letters and leaflets

Who Can I Contact in School?

The following sections of this leaflet show you who to contact in different situations and how best to contact them. It is important that the right person communicates to you and this will depend on their role and responsibility in school.

How Quickly Should I Get A Reply?

You should hear back within 48 hours of a query. However, if your query is urgent, please make this very clear at the start of your communication.

I have a general enquiry

Call main reception on 01332 325710 or email info@derbycathedralschool.org.uk

Our phone lines are often busy, especially in the mornings. We suggest that you email unless your enquiry is urgent.

I have a concern about my child or want to ask something quite specific about their education or wellbeing.

Contact their tutor initially. You can email them directly or use the info@ email.

Staff email addresses are as follows:
Mr J Bloggs would be j.bloggs@derbycathedralschool.org.uk

If you are not sure of the name of your child's tutor, please see the relevant year group page on the website.

What Happens Next?

Your child's tutor has an overview of their education and wellbeing and so are best placed to deal with initial enquiries or concerns. Depending on the situation, they may pass the query on to a more relevant member of staff.

The next section shows the role of the different types of staff who may communicate with you depending on the circumstances.

Pastoral Year Leads

Every year group has a non-teaching member of staff attached to them. They help to deal mainly with any pastoral and wellbeing issues that students in that year group may have.

- Year 7: Mr M. Copeland
- Year 8: Ms P. Smith
- Year 9: Mr S. Blackwood
- Year 10: Mr A Fearn
- Year 11: Miss H Kang

Heads of Year

Heads of Year liaise with the pastoral year leads and will deal with higher level pastoral, attendance and wellbeing issues.

- Years 7 & 8: Mrs V. Lynch
- Years 9 & 10: Miss B. Nicholson
- Year 11: Mr C. Capon

Subject Teacher/Head of Department

Queries relating to specific subjects will be dealt with by the class teacher or the Head of Department. They are listed on the staffing page of the school website and the best way to contact them is by email. You can also call reception and ask for them to call you back.

Attendance Officer

Our attendance team can be contacted about any leave of absence requests or attendance queries. They will also be in touch with you if there are any concerns about your child's attendance. Please use info@derbycathedralschool.org.uk for any attendance queries.