

Stalham High School

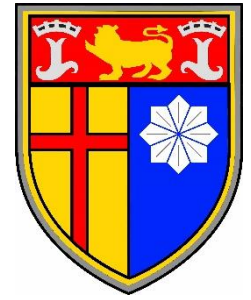
Brumstead Road, Stalham, Norfolk, NR12 9DG

Head of School: Mr L. McMahon

Tel: 01692 580281

Email: office@stalhamhigh.org.uk

Web: www.stalhamhigh.co.uk



Communication Guide for Parents and Carers

Introduction

At Stalham High School, we find that children who receive support from their parents/carers in meeting the school's expectations make faster progress and are likely to perform better in their GCSEs. We believe that communication between home and school is essential to maintain consistency and to resolve issues as soon as they arise. In an attempt to make this easier, we have produced this guide, which includes a list of people to contact for specific questions or queries.

As we are sure you will appreciate, our staff are often busy teaching or meeting with students, parents or other agencies to provide immediate support throughout the school day. There are 50 lessons in our two-week timetable, each of which is an hour long. Teachers teach an average of 43 periods a fortnight. They also have to plan these lessons, lead tutor periods, plan and mark homework, write reports, provide intervention and additional support for students. Many staff also organise extra-curricular clubs or revision sessions outside of the school timetable.

Timely communication is therefore a challenge and it may take our staff some time to respond. If you require help with an urgent matter that, for example, involves a child's safety or is about transport from school on a particular day then, please phone school. On other occasions, email communication has proven to be faster and more efficient.

We aim to:

Provide a full reply to concerns within 3 working days (for non-safeguarding items). If there is a need to gather information from others, or an investigation is required into the parent / carer concern, then we will liaise with that parent / carer and inform them when we will contact them with a full response.

If parents / carers have any communication concerns, they should contact Mr McMahon on the following email: LMcMahon@stalhamhigh.org.uk

Our office email inbox is checked regularly throughout the school day, and all email queries are directed to the relevant member of staff. It is also monitored daily during periods of school closure: office@stalhamhigh.org.uk

Our website provides a wide range of helpful information for our parents/carers and students. It also includes an electronic contact form, available here: [Stalham High School - Contact](#) which may prove to be easier than emailing us on certain devices.

Our Website: www.stalhamhigh.co.uk

Contacting staff

If your query relates to a particular department, service area or member of staff, then please use the enclosed Staff Contact List to email the relevant member of staff.

If you have information that many or all staff should be aware of, please send this to:

office@stalhamhigh.org.uk

Raising a concern

Please follow the appropriate procedure so concerns can be resolved as quickly as possible.

Complaints Procedure Summary

The complete policy can be seen on our website. Click on Home, Policies, Complaints Procedure.

Stage 1

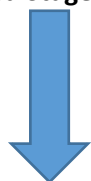
Speak to the most appropriate person, Eg Head of Department (see below)



Stage 2

If the concerns are not resolved parent / carer should contact Mr McMahon

Anyone who has not followed Stage 1 will be asked to do this first



If the issue still remains unresolved a formal complaint can be submitted to Mr Ogle


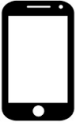


Stage 3


If the concern is not resolved the complainant can raise this as a Stage 3 complaint to Governors

Anyone who has not followed Stage 1 or Stage 2 will be asked to do this first

Essential Information

	<p>We use Arbor to provide daily reporting of students' achievements. You can also view your child's timetable, view their Reports and attendance, top-up their dinner account and pay for trips and/or school items (such as replacement ties and Planners).</p> <p>We regularly use email to communicate important information and notices to parents/carers and students, such as reminders regarding Parents Evenings and other school events. It is therefore essential that your contact email address is-up-to date at all times.</p>
	<p>We will phone parents/carers when there is a need to communicate urgent messages.</p> <p>We will also send text messages to communicate urgent or essential information, such as bus delays or short-notice cancellation of after school clubs.</p>

Optional Information

	<p>We use Facebook to share information about school events, to celebrate student's work and achievements and to keep our community up to date with school activity. Please follow us on @StalhamHighSchool</p>
	<p>We also use Instagram to share information about school events, to celebrate student's work and achievements and to keep our community up to date with school activity. Please follow us on @stalhamhighschool</p>

We do not monitor comments on social media and will not respond to comments on social media. Comments on social media will not lead to change. Please contact us with any issues or concerns.

Please contact subject Leaders with subject specific information or concerns . If an issue is not resolved to your satisfaction, please refer to our complaints policy on our website.

Name	Role	Areas of responsibility	Email
For all general enquiries or information			office@stalhamhigh.org.uk
Mr A Akers	Head of Maths	Maths	aakers@stalhamhigh.org.uk
Mr C Hole	Head of English	English Language & English Literature	chole@stalhamhigh.org.uk
Mr Covington	Head of Science	Science	rcovington@stalhamhigh.org.uk
Miss C Zeebroek	Head of Physical Education and EVC	Physical Education & GCSE Physical Education	czeebroek@stalhamhigh.org.uk
Mr D Rayner	Head of Expressive Arts	Drama, Music, Art	drayner@stalhamhigh.org.uk
Mr J Messenger	Head of Modern Foreign Languages	French. Spanish	jmessenger@stalhamhigh.org.uk
Mr R Speck	Head of Humanities	History, Geography, Society & Ethics, RSE	rspeck@stalhamhigh.org.uk
Mrs S Dorkins	Head of Design and Technology	Design & Technology, Food & Nutrition, Business Studies Transition from Primary School	sdorkins@stalhamhigh.org.uk
Mrs S Stogneevea	Data Manager and Exams Officer	Examination queries	sstogneevea@stalhamhigh.org.uk
Mrs L Sutton	Attendance Officer	Attendance and student absence	lsutton@stalhamhigh.org.uk
Ms P Beck	Inclusion Manager	Safeguarding, Attendance and behaviour	pbeck@stalhamhigh.org.uk
Mrs R Innes	Inclusion Manager	Behaviour and Mental Health	rinnes@stalhamhigh.org.uk
Mrs M Hanley	Special Educational Needs Co-ordinator	Special Educational Needs and medical support	mhanley@stalhamhigh.org.uk
Ms C Gammons	Special Educational Needs Co-ordinator (Maternity Leave)	Special Educational Needs and medical support	cgammons@stalhamhigh.org.uk
Mr P Norris	Assistant Headteacher	Teaching and Learning, Teacher Induction and training	pnorris@stalhamhigh.org.uk
Mrs A Davison	Assistant Headteacher	Head of KS4, Personal Development and Careers Lead	adavison@stalhamhigh.org.uk
Miss L Tarry	Assistant Headteacher	Head of KS3, SRB Lead	ltarry@stalhamhigh.org.uk
Mr L McMahon	Head of School	Curriculum, Concerns not covered elsewhere	lmcmahon@stalhamhigh.org.uk
Mr A Ogle	Executive Headteacher	Formal complaints (Must be received in writing using the form on the formal complaints policy, available on our website)	aogle@synergymat.co.uk