Approved by the Governing Body on 19th March 2019

Whitburn Church of England Academy Contact Process (Flowchart)

Contact the Main Academy Office

Pupil Absence

Years 7 – 11
Mrs Duddin
Or
Years 12 – 13
Miss McAneny

Careers Guidance

Mr Moore

Special Educational Needs

Mrs Bengston

Finance including Parent Pay & Uniform queries

Business Office

Pupil Premium queries

Mrs D A Tennet

Medication queries

Mrs Duddin

Exams or Go4Schools Information

Assessment Office

General concerns
Progress
Behaviour
Attitude
Homework queries
Pupil well-being
Parent/Carers Evening queries
Published Reports
Leave of Absence requests

Make initial contact with your child's Year Group ISA

If concern is not resolved contact your child's Head of Learning

If concern not resolved contact the Mr Crowe

If your concern is not resolved and you wish to make a formal complaint the complaints policy is available on the Academy website

Contact Mrs Batey, Principal's PA

GCSE Options process

HoL for Year 9

Year 7 – 11 Admission / Appeals queries or 'In Year' transfer request to another school

Mrs Batey, Principal's PA

Sixth Form queries

Mr Craggs, Head of Sixth Form

Safeguarding or Child Protection

Mr Crowe or Mr Craggs

E-Safety

Mr Clougher

Senior Management Links

Year 7 to 11
Mr Crowe

Year 12 to 13
Mrs D A Tennet

If you have followed the flowchart and you are still unhappy with any aspect please contact Mrs Batey, Principal's PA who will note the details of your concern/complaint and speak with the Principal, Mr Hardie to identify the next steps.

If you are unhappy with the Principal's decision then you may contact the Chair of Governors, Mrs J Mulley which should be done via Mrs Batey.

Or contact us via email on the Academy website http://www.whitburncofeacademy.org/contact.html