

OUR COMMUNICATION COMMITMENT

We are committed to ensuring that when you contact the school you get a timely response from the right person to help you. Here's how we will do that together.



Who should I contact?

Please send your email to just one address or individual. Contacting multiple staff on an issue at the same time blurs lines of accountability and can slow down the response. Feel free to copy others in for information.

If you have a query or need to pass on information specifically regarding either **safeguarding, special educational needs, or attendance**, then please contact those teams directly.

Team	Contact	Method
Safeguarding	<u>Bridget.Sharratt@stlukescofe.school</u> If urgent, call: 01392 204600	@
Special educational needs and disabilities (SEND)	<u>SEN@stlukescofe.school</u>	@
Attendance	Please use the My Child at School app to communicate with the attendance team. <u>attendance@stlukescofe.school</u>	

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More general queries or concerns

If you have a more general academic or pastoral question or concern, please raise this in the first instance with your child's Head of Year.

They will then be able to either respond themselves, or ensure your message gets to the most appropriate person to get back to you.

Year	Head of Year	Contact
7	Ash Hollis	Ash.Hollis@stlukescofe.school
8	Oonagh Tooze	Oonagh.Tooze@stlukescofe.school
9	Vickie Sincock	Vickie.Sincock@stlukescofe.school
10	Justine Brealey and Hannah Bvumbura	HOY10@stlukescofe.school
11	Mat Kelly	Mat.Kelly@stlukescofe.school

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When will I hear back?

Schools are busy places, and often our staff have little flexibility in the day when they are able to spend time responding to emails. However, it is really important to us that your queries and concerns are resolved quickly. Generally speaking, we will aim to respond to any email or phone message **before the end of the next working day.**

If you have not had a response **within two full working days** (e.g. if you make contact on a Tuesday and you have not had a response by the end of Thursday) then please forward your email to the 'escalation contact' below. They will then be able to support the team that you have contacted to get a response to you.

Team	Escalation contact
Safeguarding	Mark.Cahill@stlukescofe.school
Special educational needs and disabilities (SEND)	Mark.Cahill@stlukescofe.school
Attendance	Adam.Hill@stlukescofe.school
Year 7 Year 8 Year 9 Year 10	Adam.Hill@stlukescofe.school
Year 11	Sarah.Norcliffe@stlukescofe.school

If you have not had a response from the 'escalation contact' **within a further two full working days** please forward your email to office@stlukescofe.school