



LYMM HIGH SCHOOL

PARENTAL COMMUNICATION WITH SCHOOL FAQs

When should I contact school?

As soon as you have a concern! If in doubt, please contact us; we would far rather you contacted us for reassurance over something that turns out to be minor than spend time worrying about something.

I know class teachers are very busy. Is it ok to contact them?

Yes, it is absolutely fine to contact a class teacher if you need to. We only ask that you respect the fact that most teachers teach around 200 students and cannot, therefore, realistically enter into a detailed dialogue over a prolonged period of time with individual parents. The vast majority of instances where parents need to contact teachers can be dealt with via a quick email exchange, so feel free to do this in the first instance. Please also note that, as stated in our Communication Policy, we do not expect teachers to reply to messages outside of working hours.

Can't I just contact the Headteacher if I've got a problem?

Yes, you are always welcome to contact the Headteacher if you feel you need to (by emailing the Headteacher's PA, Mrs Headon, at hheadon@lymmhigh.org.uk or calling 01925 750707). At the same time, parents will appreciate that in many circumstances it may be more appropriate for another member of staff who has a more detailed knowledge of the issue to respond in the first instance.

How quickly can I expect a response to my queries?

Please refer to the service standards section of the Communication Policy (on the website) for full details. Ordinarily, you can expect a response within 48 hours.

How do I know who is the best person to contact?

The table below is intended to help parents with information about who to contact in certain, common scenarios. If you are unsure about who to contact, we recommend you call the main school reception on 01925 755458, where our staff will be able to point you in the right direction. Email addresses can be found at the end of this document.

Is there anything else I should bear in mind?

Hopefully this guide, along with our full communication policy, covers what you need. The only other thing we would say is that we understand that sometimes parents or carers may be frustrated about issues that arise and we will always do our best to solve these. At the same time, our staff should not have to put up with communication that is rude, abusive or aggressive. Equally, we would much prefer parents or carers to contact us directly with concerns rather than raise them on social media before we have had the chance to respond.



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WHO TO CONTACT: QUICK REFERENCE TABLE

ISSUE	WHO TO CONTACT	HOW?
Any safeguarding concern	Mrs Ruth Ball is in charge of safeguarding, but Heads of Year will also be able to help.	Phone Student Services on 01925 750711.
Concerns about bullying	Any member of staff. Form tutor will usually be the first port of call, but HOYs and Student Services will also be able to help.	We'd hope that the student would be able to speak to somebody in school. They can also use the "TELLUS" text message system. Otherwise, please email or phone.
Reporting absence or other queries relating to attendance.	Phone the Main Office to report an absence. Our attendance officer, Mrs Grimshaw, will be able to deal with other attendance- related queries.	Main Office number is 01925 755458 Mrs Grimshaw can be contacted by ringing Student Services or emailing kgrimshaw@lymmhigh.org.uk
Concerns about your child's progress in a particular subject	Class teacher initially, but please contact the Head of Faculty if this does not resolve the issue.	Email is usually the most efficient way to contact teachers (see below for email addresses). They can always phone you back if necessary. The parent handbook (on the website) has details of heads of faculty for each subject.
Need for information about a particular subject - e.g. the best revision guides to buy or how best to support with homework	The 'Curriculum' section on the website has a lot of information on. Otherwise try the class teacher or Head of Faculty.	See above.
Concerns about the progress of your child generally - i.e. in more than one subject	Head of Year.	Email or phone call.
A complaint about a member of staff	Usually, the Head of Faculty is the most appropriate person, though if it is especially serious, the Headteacher should know. If the complaint is about the Headteacher, it should be made to the Chair of Governors.	The parent handbook (on the website) has details of heads of faculty for each subject. Complaints to the Headteacher should go to Mrs Headon, who also acts as Clerk to the Governors.
Concerns about friendship issues	The Form Tutor will usually be the best person to approach, but Student Services may also be able to help.	We'd hope that the student would be able to approach the form tutor themselves but, if they feel unable to, an email or phone call would be fine.
Queries about 'Show My Homework'	The website has plenty of information about Show My Homework (under 'Parents' and then 'Homework') and this should answer most queries. If not, try Mrs Brennan, Assistant Headteacher. If it's a query about the specific piece of homework, then the class teacher will be the best person to contact.	Mrs Brennan's email address is jbrennan@lymmhigh.org.uk Email or phone call class teachers, as explained above.
Questions about uniform	The website has details of the uniform policy - for example, in the Parent Handbook. Student Services or Heads of Year will also be able to help.	See above.
Questions or concerns relating to SEN provision	Mrs Bellers, our SENCo.	abellers@lymmhigh.org.uk
Information about extra- curricular activities - e.g. times of clubs	The website has most of the relevant information, but Student Services can help if not.	See above.
Questions about, or problems with, Parent Pay	Ms Ralph	aralph@lymmhigh.org.uk
Issues relating to finance - e.g. payment for trips	Ms Ralph	aralph@lymmhigh.org.uk
Exam queries - e.g. dates/times of exams	The website usually has all the information you need but if you have problems, Miss Dodgson, our exams officer will be able to help.	ddodgson@lymmhigh.org.uk
Term dates	These are always on the website, in the calendar and on the term dates page.	
Questions about transport/buses	Student Services will be able to answer most queries	See above
Lost property	Student Services	See above
Something that doesn't fit into any of the categories above	Contact reception or Student Services and they will direct you to the appropriate person.	Main reception number is 01925 755458



LYMM HIGH SCHOOL

STAFF EMAIL ADDRESSES

Senior Leadership Team

Mr	G	Williams	hheadon@lymmhigh.org.uk	Headteacher (PA = Mrs Headon)
Mrs	E	Mills	emills@lymmhigh.org.uk	Deputy Head
Mrs	H	Ryles-Dean	hryles-dean@lymmhigh.org.uk	Assistant Head - Raising Standards & Aspirations
Mr	R	Johnson	rjohnson@lymmhigh.org.uk	Assistant Head - Data, Assessment & Reporting
Miss	N	Dixon	ndixon@lymmhigh.org.uk	Assistant Head - Behaviour & Safety
Mrs	J	Brennan	jbrennan@lymmhigh.org.uk	Assistant Head - Teaching & Learning
Mrs	H	Jennings	hjennings@lymmhigh.org.uk	Assistant Head - Head of Sixth Form
Mrs	C	McGahey	cmcgahey@lymmhigh.org.uk	Associate Assistant Headteacher
Mr	M	Thompson	mthompson@lymmhigh.org.uk	Associate Assistant Headteacher
Mrs	R	Ball	rball@lymmhigh.org.uk	Assoc SLT - Safeguarding & Head of Student Services

Heads of Year

Mrs	C	Worrall	cworral@lymmhigh.org.uk	Head of Year 7
Mrs	J	Wagstaff	jwagstaff@lymmhigh.org.uk	Head of Year 8
Mr	D	Eyres	deyres@lymmhigh.org.uk	Head of Year 9
Mrs	E	Feast	efeast@lymmhigh.org.uk	Head of Year 10
Mr	T	Scott	tscott@lymmhigh.org.uk	Head of Year 11

Head of Faculty

Mrs	K	Baldwin	kbaldwin@lymmhigh.org.uk	Head of Modern Foreign Languages
Mrs	A	Bellers	abellers@lymmhigh.org.uk	Head of SEND Department
Dr	F	Dodds	fdodds@lymmhigh.org.uk	Head of Science
Mrs	R	Doherty	rdoherty@lymmhigh.org.uk	Head of Technology & Art
Mrs	J	Edge	jedge@lymmhigh.org.uk	Head of Social Sciences
Mr	J	Hampton	jhampton@lymmhigh.org.uk	Head of Physical Education
Ms	N	Jones	njones@lymmhigh.org.uk	Head of English
Mrs	C	McGahey	cmcgahey@lymmhigh.org.uk	Head of Humanities
Mrs	C	Ramsbottom	cramsbottom@lymmhigh.org.uk	Head of Maths
Mrs	R	Richards	rrichards@lymmhigh.org.uk	Head of Performing Arts

Head of Subject

Mr	S	Barton	sbarton@lymmhigh.org.uk	Head of Physics
Mr	T	Beardsall	tbc (as of Jan 19)	Head of Design Technology
Mr	J	Brownley	jbrownley@lymmhigh.org.uk	Head of Religion, Philosophy & Ethics
Mr	J	Chinea	jchinea@lymmhigh.org.uk	Head of Spanish
Mrs	C	Deane	cdeane@lymmhigh.org.uk	Head of Food Technology
Mrs	N	Douglas	ndouglas@lymmhigh.org.uk	Head of History
Mr	P	Flynn	pflynn@lymmhigh.org.uk	Head of Biology
Mr	T	Harman	tharman@lymmhigh.org.uk	Head of Geography
Mr	D	Starkey	dstarkey@lymmhigh.org.uk	Head of Music
Ms	S	Tomczyk	stomczyk@lymmhigh.org.uk	Head of Visual Arts
Mrs	J	Turner	jturner@lymmhigh.org.uk	Head of ICT
Mrs	S	Williams	swilliams@lymmhigh.org.uk	Deputy Head of Languages
Mr	S	Barton	sbarton@lymmhigh.org.uk	Head of Physics



LYMM HIGH SCHOOL

Sixth Form

Mrs	H	Jennings	hjennings@lymmhigh.org.uk	Assistant Head - Head of Sixth Form
Mrs	K	Lowry-Johnson	kjohnson@lymmhigh.org.uk	Deputy Head of Sixth Form

SEND & Student Services

Ms	A	Bellers	abellers@lymmhigh.org.uk	Student Services
Mrs	K	Grimshaw	kgrimshaw@lymmhigh.org.uk	Head of SEND Department
Miss	A	Clarke	aclark@lymmhigh.org.uk	Attendance Administrator
Mr	J	Whittle	jwhittle@lymmhigh.org.uk	Student Support Officer
Mrs	R	Hunter	rhunter@lymmhigh.org.uk	Student Support Officer
Mr	M	Gallagher	mgallagher@lymmhigh.org.uk	Student Support Officer
Mr	L	Guatella	lguatella@lymmhigh.org.uk	Student Support Officer
Mrs	A	Mogey	amogey@lymmhigh.org.uk	Student Services Administrator
Mrs	J	Littler	jlittler@lymmhigh.org.uk	6 th Form Student Services
Mrs	M	Thomas	mthomas@lymmhigh.org.uk	6 th Form Student Services
Mrs	C	Anderson	canderson@lymmhigh.org.uk	6 th Form Student Services
Mr	N	Brown	nbrown@lymmhigh.org.uk	6 th Form Student Services

Staff (Alphabetical Order)

Mrs	J	Anderson	janderson@lymmhigh.org.uk
Ms	S	Ashford	sashford@lymmhigh.org.uk
Ms	A	Balcuna	abalcuna@lymmhigh.org.uk
Miss	J	Ball	jball@lymmhigh.org.uk
Mrs	H	Barraclough	hbarracough@lymmhigh.org.uk
Mr	S	Barton	sbarton@lymmhigh.org.uk
Mr	P	Bennison	pbennison@lymmhigh.org.uk
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Mr	J	Brownley	jbrownley@lymmhigh.org.uk
Mrs	C	Cawley	ccawley@lymmhigh.org.uk
Mrs	V	Collins	vcollins@lymmhigh.org.uk
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Mr	R	Dobson	rdobson@lymmhigh.org.uk
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Mrs	C	Harrison	charrison@lymmhigh.org.uk
Mr	J	Hayes	jhayes@lymmhigh.org.uk



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