

Who to contact? A parents' guide



Teaching & Learning

	Who to contact	How?
Information about a particular subject (i.e., best revision guides, or how best to support with homework)	The Curriculum section on the website has a lot of information about subjects. The Revision section includes lots of revision resources and recommended revision guides. Otherwise, try the class teacher or Head of Faculty.	Email is the most efficient way to contact teachers. They can always phone you back if necessary. The Heads of Faculty for each subject can be found here .
Concerns about your child's progress in a particular subject	Contact the Class teacher initially. If this does not resolve the issue, contact the Head of Faculty.	Use the staff contact details to find the relevant member of staff.
Concerns about your child's progress generally (i.e., in more than one subject)	Contact the relevant Head of Year.	<p>Head of Year 7: Mrs C Worrall cworrall@lymmhigh.org.uk</p> <p>Head of Year 8: Miss H Crowder hcrowder@lymmhigh.org.uk</p> <p>Head of Year 9: Mr T Scott tscott@lymmhigh.org.uk</p> <p>Head of Year 10: Mrs J Wagstaff jwagstaff@lymmhigh.org.uk</p>
Queries about 'Show my Homework'	<p>There is lots of information on the Homework section of the website, which should answer most queries. If not, try Miss Heeks.</p> <p>If a query is about a specific piece of homework, contact the relevant class teacher.</p>	<p>If the webpages do not answer your queries, Miss Heeks can be contacted at eheels@lymmhigh.org.uk</p> <p>Use the staff Email list to contact teachers.</p>
Questions or concerns relating to SEN provision	The Learning Development (SEND) section of the website includes lots of information and key staff to contact.	Use the staff contact details if the webpage does not answer your queries.
Exam queries (i.e., dates & times of exams)	The Exam Information section of the website has notices of upcoming exams and a form to complete for further information. Alternatively, you can contact our Exams Officer, Mrs Monks.	Contact jmonks@lymmhigh.org.uk if the webpage does not answer your query.
A complaint about a member of staff	Usually, the Head of faculty is the most appropriate person. If it is especially serious, the Headteacher	The Heads of Faculty for each subject can be found here .

	needs to be informed. If the complaint is about the Headteacher, the Chair of Governors should be made aware.	Complaints to the Headteacher should go to Mrs Headon, who also acts as Clerk to the Governors. Her email is hheadon@lymmhigh.org.uk
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Safeguarding issues

	Who to contact	How?
Any safeguarding concern	Mrs Ruth Ball is in charge of safeguarding.	Phone Student Services on 01925 750711
Concerns about bullying	You can contact any member of staff. Form tutors should be the first port of call, but Heads of Year and Student Services will also be able to help.	The student should speak to someone in school. They can also use the ‘TELL US’ text message system . Otherwise, please email or phone the school on 01925 755458.

School life

	Who to contact	How?
Reporting absence or other queries relating to attendance	Mrs Grimshaw, our Attendance Officer, will be able to help.	Call the school on 01925 755458 and press Option #1, or email kgrimshaw@lymmhigh.org.uk
Term dates	These can be found on the Term Date section of the website.	
Questions about uniform	The Uniform policy can be seen on the website and in the Parent Handbook .	Contact Student Services (01925 750711) if the webpages do not answer your queries.
Concerns about friendship issues	The Form Tutor will 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, parents can email or call the Form Tutor. Use the Staff Email list to contact teachers or Student Services (01925 750711).
Information about extra-curricular activities (e.g., times of clubs)	The Extra-curricular sport section of the website has the latest dates and times for the sports clubs.	If the webpage, can’t help, please contact Student Services on 01925 750711.



Questions about, or problems with, Parent Pay.	Contact our Finance Assistant, Ms Ralph.	aralph@lymmhigh.org.uk
Issues relating to finance (e.g., payment for trips)	Contact our Finance Assistant, Ms Ralph.	aralph@lymmhigh.org.uk
Questions about transport/buses	The Transport section of the website includes bus timetables and details of bus passes. Student Services will be able to answer other questions.	If the webpage, can't help, please contact Student Services (01925 750711).
Lost property	Contact Student Services.	Call 01925 750711.
Something that doesn't fit into any of the above categories.	Contact main reception or Student Services. They will be able to direct you to the appropriate person.	The main school number is 01925 755458. For Student Services, call 01925 750711.