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|  | **Woodfarm High School**  **Parental/Carer queries and concerns**  **A guide to help you** |

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|  | **Query** | **Action by Parent or Carer** | **Person responsible in school** | **Action by school** |
| **Attendance** | My child is unwell (short term) | Call school office on first day of absence and then every day from thereafter. | Office staff  Pastoral Teacher | Pastoral Staff monitor attendance. |
| My child is unwell (long-term) | Call school office on absence and then regularly thereafter. Leave message for Pastoral Staff to request work home (where appropriate). | Office staff | Monitor length of absence. Pastoral Teacher will collate home learning materials. |
| My child is late | Call school office. Pupil to go to class on arrival after signing in. | Office staff  Pastoral Teacher | Pastoral Staff to monitor and encourage good timekeeping. Pastoral Teacher follows process if interventions fail to make a positive impact. |
| My family is going on holiday in term time. (Note that the school does not support this). | Letter to be sent to the Head Teacher in advance of holiday. Note that it will be the parent/carer’s responsibility to access work for your child via the school web and Show My Homework | Office  Pastoral Teacher | Pupil will be marked as ‘unauthorised parental holiday’ |
| My child has a dental or medical appointment. | Letter to be brought by pupil requesting time off in advance of appointment. | Office  Pastoral Teacher | Child’s attendance record updated. |
| A child is missing from school with no contact from Parent/Carer |  | Office  Pastoral Teacher  Year Head | Text message sent in the afternoon requesting parent/carer contact. |
| Family bereavement/wedding or other unusual domestic circumstance. | Parental letter provided requesting authorised absence in advance. If unable to do this parent/carer should call the school office | Office  Pastoral Teacher | Child’s attendance record updated. |

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|  | **Query** | **Action by family** | **Person responsible in school** | **Action by school** |
| **General concerns and guidance** | My child has lost items of uniform. | Parent/Carer to ask pupil to check all classrooms and areas in school | Pupil – checks lost property. | Pastoral Teacher should be informed by pupil |
| My child has lost books/jotters. | Parent/Carer to contact Pastoral Teacher | Subject Teacher  Pastoral Teacher | Class teachers will assist with replacements |
| My child has lost planner & diary | Parent to ask pupil to purchase new planner from School Office (£1) | Pupil | New planner/diary issued |
| My child has an injury and needs a lift pass. | Letter to be brought in by pupil outlining nature of injury and timescale of pass. | Office Staff  Pastoral Staff | Issue lift pass |
| I believe that my child has learning difficulties | Parent contacts the Pastoral Teacher | Parent  Pastoral Teacher | The Pastoral Teacher will record any concerns and seek recommendations from the Principal Teacher of Learning Support. A consultation meeting with pupil, Parent/Carer may be arranged. |

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|  | **Query** | **Action by family** | **Person responsible in school** | **Action by school** |
| **Queries and concerns about the school experience** | Query over monitoring/tracking report. | Parent complete and return slip issued with tracking/full report. | Pupil/Carer  Parent  Pastoral Teacher | Pastoral Teacher |
| My child has a problem with homework | Parent to note issues and contact Class Teacher via planner/diary or by letter | Pupil  Subject teacher  Faculty Head  Pastoral Teacher | Subject teacher to responds via planner or through Pastoral Teacher |
| My child needs guidance with course choices | Parent/Carer contacts Pastoral Teacher |  | Pastoral Teacher will assist. There may be a referral to the Careers Adviser |
| My Child has fallen out with his/her friends. | Parent to contact Pastoral Teacher | Pastoral Teacher | Pastoral Teacher will meet pupil. Inclusion adviser may be contacted for an input |
| My child experiencing a problem with another/other pupil/pupils | Parent to contact Pastoral Teacher | Pupil  Pastoral Teacher | Pastoral Teacher will meet pupil. Inclusion adviser may be contacted for an input |
| My child is experiencing a problem with a member of staff | Parent contact Pastoral teacher via telephone call. | Pupil  Parent/Carer  Pastoral Staff | Pastoral Teacher will discuss with pupil and respond as appropriate |
| My child is experiencing bullying via social media | Parent contact Police in first instance. Parent to inform Pastoral Teacher | Pupil  Parent/Carer  Pastoral Teacher | Ongoing support from the Campus Police Officer |
| My child is experiencing bullying on the way to school/during lunchtime or after school | Parent contact to Pastoral Teacher | Pupil  Parent/Carer  Pastoral Teacher | Pastoral teacher will investigate, contact Parent/Carer and implement intervention |