

Our Ref:
Your Ref:
Contact:
Tel: 01698 274940
Fax: 01698 842662
E-mail: Enquiries-at-bellshill@northlan.org.uk
Date: 27/11/2025



Education and Families

Jodie McGraw
Head Teacher
BELLSHILL ACADEMY
321 Main Street
BELLSHILL ML4 1AR
www.northlanarkshire.gov.uk

Dear parent/carers,

Communication

Communication between school and family is a powerful way to support our young people.

This letter outlines how to contact our school and an update to procedures in light of feedback from our recent 'How well do we work together' survey. If you need to contact the school, please do not hesitate to phone or send an email noting who you would like the message passed on to.

S1 Mr Moore
S2/S4 Mr Lindsay
S3 Mr McAlpine
S5/6 Mrs Heffernan

Iona Mr Clark
Arran Ms Maguire
Lewis Ms Fleming
Harris Ms Cahil

Phone: 01698 274940
Email: enquiries-at-bellshill@northlan.org.uk

If you need to pass on messages urgently, these should be phoned in.

Response to Parent Survey: New Procedures

We will always aim to get in touch as soon as possible; however, you will understand that with a roll of up to 700 immediate or a same day response can be a challenge for our staff.



INVESTORS
IN PEOPLE

Accredited
Until 2021



In review of feedback from our recent communication survey, we will now:

- send a standard acknowledgement of all emails
- aim for a response to calls/emails in at least 3 working days
- trial this new direct [Head Teacher contact form](#)

Click the [Head Teacher contact form](#) to contact me:

- if you do not receive a response after 3 working days
- if you need to any issues directly with me (that cannot be addressed by another senior manager, parent council or pupil support teacher)
- If you would like to share positive feedback (this is important too as it helps us focus on more on the things parents' value)

I will then arrange call you directly or, if more appropriate, arrange for suitable person to call you back.

This is NOT to report any child protection or Prevent concerns. This should be raised by telephone immediately with me or Mr McAlpine, social work (01698 346666) or Police Scotland (101).

Many thanks
Mrs McGraw
Headteacher