

WHEN SHOULD I CONTACT SCHOOL?

As soon as you feel you need to. 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. The vast majority of instances where parents/carers need to contact teachers can be dealt with via a quick email exchange, so feel free to do this in the first instance. Please be aware due to timetable commitments and extra –curricular activities teachers may not respond immediately.

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 Chesterson, gchesterson@boteler.org.uk or calling 01925 636414). At the same time, parents/carers 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/carers 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 636414, 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.

WHO TO CONTACT: QUICK REFERENCE TABLE

ISSUE	WHO TO CONTACT	HOW?
Any safeguarding concern	Mrs Elaine Enescott is in charge of safeguarding	Phone 01925 636414 and ask to speak with Mrs Enescott
Concerns about bullying	Any member of staff. Form tutor will usually be the first port of call, but Heads of Year/Assistant Heads of Year will be able to assist.	We'd hope that the student would be able to speak to somebody in school. Otherwise, please email or phone.
Reporting absence or other queries relating to attendance.	Phone the Main Office to report an absence. Our attendance officer, Mr Wilcock will be able to deal with other attendance- related queries.	Main Office number is 01925 636414 Mr Wilcock can be contacted by the number above or by email at dwilcock@boteler.org.uk
Concerns about your child's progress in a particular subject	Class teacher initially, but please contact the Head of Department 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 each Department.
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 Department.	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 each Department.
Concerns about the progress of your child generally - i.e. in more than one subject	Head of Year for the particular year group.	Email or phone call.
A complaint about a member of staff	Usually, the Head of Department 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.	This School Handbook (and on the website) has details of Heads of each Department. Complaints to the Headteacher should go to Mrs Chesterson as PA to the Headteacher gchesterson@boteler.org.uk
Concerns about friendship issues	The Form Tutor will usually be the best person to approach, but the Pastoral Team 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 and this should answer most queries. If not, try Mr Koltan Senior Assistant Headteacher If it's a query about the specific piece of homework, then the class teacher will be the best person to contact.	jkoltan@boteler.org.uk
Questions about uniform	The website has details of the uniform policy - for example, in the Parent Handbook. Heads of Year/Assistant Heads of Year will be able to help.	www.boteler.org.uk
Questions or concerns relating to SEND or DP provision	Mrs Harrison our SEND lead.	aharrison@boteler.org.uk
Information about extra- curricular activities - e.g. times of clubs	The website has most of the relevant information, but Subject areas or the Pastoral Team will be able to help	www.boteler.org.uk
Issues relating to finance - e.g. payment for trips	Miss Owen Office Manager is the best person to contact in the first instance.	cowen@boteler.org.uk or 01925 636414
Exam queries - e.g. dates/times of exams	The website usually has all the information you need but if you have problems, Ms Morris our exams officer will be able to help.	jmorris@boteler.org.uk
Term dates	These are always on the website, in the calendar and on the term dates page.	www.boteler.org.uk
Questions about transport/buses	The Pastoral Team will be able to answer most queries	www.boteler.org.uk
Lost property	The Pastoral Team	www.boteler.org.uk
Something that doesn't fit into any of the categories above	Contact reception or The Pastoral Teams and they will direct you to the appropriate person.	Main reception number is 01925 636414

SENIOR LEADERSHIP TEAM

Mrs B Scott-Herron	Headteacher BMus(Hons), PGCE, PG(Dip), PGCE, NPQH	gchesterson@boteler.org.uk
Mr C Kinsey	Deputy Headteacher BA(Hons), PGCE, PG(Dip), NPQH	ckinsey@boteler.org.uk
Mr J Koltan	Senior Assistant Headteacher BEng(Hons), PGCE	jkoltan@boteler.org.uk
Mr J Leonard	Assistant Headteacher BA(Hons), PGCE	jleonard@boteler.org.uk
Mrs A Mawby	Assistant Headteacher BEd(Hons)	amawby@boteler.org.uk
Mr G Roberts	Associate Assistant Headteacher BSc(Hons), QTS, MA	groberts@boteler.org.uk

PASTORAL STAFF

Ms K Hayes	Head of Year (Year 7)	khayes@boteler.org.uk
Mrs L Butcher	Head of Year (Years 8 and 9)	lbutcher@boteler.org.uk
Mrs L Ashwin	Assistant Head of Year (Years 8 and 9)	lashwin@boteler.org.uk
Ms A Armstrong	Head of Year (Years 10 and 11)	aarmstrong@boteler.org.uk
Ms A Savage	Assistant Head of Year (Years 10 and 11)	asavage@boteler.org.uk
Mr D Willcock	Attendance Officer/ Assistant Head of Year (Years 10 and 11)	dwillcock@boteler.org.uk
Mrs E Enescott, HLTA	Safeguarding Officer	eenescott@boteler.org.uk
Miss E Dowling	Lead Support and Therapeutic Manager	edowling@boteler.org.uk
Miss A Lee	Health and Wellbeing Officer	alee@boteler.org.uk

TEACHING STAFF BY SUBJECT *Heads of Department

ENGLISH

Mr N Vallender BA(Hons), PGCE*

Mrs E Hough BA(Hons), PGCE, Second in Department	nvallender@boteler.org.uk
Miss TL Brown BA(Hons), PGCE	ehough@boteler.org.uk
Miss L Farrar BA(Hons) with QTS	tbrown@boteler.org.uk
Mrs VJ Fox BA(Hons), PGCE	lfarrar@boteler.org.uk
Mrs J Woodcock BA(Hons), PGCE	vfox@boteler.org.uk
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MATHEMATICS

Miss F Jones BSc(Hons), PGCE, Head of Maths*

Mr C Murray BSc(Hons), PGCE, second in Department	fjones@boteler.org.uk
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Mr B Jackson BSc(Hons), PGCE	ssubekeme@boteler.org.uk
Mr J Koltan BEng(Hons), PGCE	bjackson@boteler.org.uk
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	groberts@boteler.org.uk

SCIENCE

Mr D Iqbal BSc(Hons), PGCE *

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Mr A Daly BSc (Hons), AMP SCITT	tsaleh@boteler.org.uk
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ART

Mrs S Joice BA(Hons), PGCE *

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DESIGN & TECHNOLOGY

Mr A Robinson BSc(Hons) with QTS*

Mrs S Llewellyn BA(Hons), PGCE, Child Development Y10

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GEOGRAPHY

Mr M Heath BSc(Hons), PGCE*

Mr A Watkins BA(Hons), PGCE

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HISTORY

Mrs N Hodgson

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COMPUTER SCIENCE

Ms Fathima Niyas PGCE Secondary ICT

Mr D Sutcliffe Bed

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MODERN LANGUAGES

Mrs O Ward BA(Hons), PGCE*

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Miss A Mullen BA(Hons), PGCE

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MUSIC

Mrs A Clarke BA(Hons), PGCE *

Mrs L Butcher BA(Hons), PGCE

Mr P Clarke

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SPORT AND PERFORMANCE

Mr C Burbidge BSc(Hons), with QTS

Ms A Armstrong BA(Hons), PGCE

Mrs R Hughes BA(Hons), PGCE

Mr J Leonard BA(Hons), Cert Ed

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RELIGIOUS, CITIZENSHIP AND PERSONAL, SOCIAL AND HEALTH EDUCATION

Mrs K Coleclough BA(Hons), PGCE *

Miss J Baggerley

kcoleclough@boteler.org.uk

jbaggerley@boteler.org.uk

SEND AND DESIGNATED PROVISION

Mrs A Harrison BA(Hons),

PGCert SEND, PG Cert SpLD with AMDA & ATS *

Miss F Power BA(Hons), PGCE

Mrs A King Cert Ed QTS, SpLD Cert, PGCE

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SUPPORT STAFF

LEARNING SUPPORT TEAM

Miss R Bibby BA(Hons)	Teaching Assistant	rbibby@boteler.org.uk
Mrs J Bradbury	Teaching Assistant	jbradbury@boteler.org.uk
Mrs M Cotterill, HLTA	Teaching Assistant	mcotterill@boteler.org.uk
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Ms L Williams	Teaching Assistant	lwilliams@boteler.org.uk
Ms C Stout Cert Ed	& DofE co-ordinator EAL Teacher	cstout@boteler.org.uk

BUSINESS SUPPORT STAFF

Mr M Frodsham MA, BA(Hons)	Operations & Finance Manager	mfrodsham@boteler.org.uk
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Miss J Morris	Examinations Officer /Clerk to Governors	jmorris@boteler.org.uk
Mrs S Stockton	Receptionist/Administrator	sstockton@boteler.org.uk
Miss J Miller	Receptionist/Administrator	jmiller@boteler.org.uk

TECHNICAL STAFF

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Mrs C Mansfield BSc(Hons)	Senior Laboratory Technician	cmansfield@boteler.org.uk
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ICT SUPPORT

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Mr J Mosley	ICT Technician	jmosley@boteler.org.uk

GRAPHIC DESIGN & PUBLICITY

Miss A Roberts MA, BA(Hons), PGCE		aroberts@boteler.org.uk
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MAINTENANCE STAFF

Mr R Edwards	Site Manager	redwards@boteler.org.uk
Mr G Payton	Caretaker	gpayton@boteler.org.uk
Mrs J Heywood	Assistant Caretaker	jheywood@boteler.org.uk