

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. The table below is intended to help parents/carers work out the best member of staff to contact regarding their issue. If after reading through, you are still unsure who to contact, please do not hesitate to contact the main school office where our staff will be able to point you in the right direction. We try to respond to all emails within 48 hours.

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 Muckley, jmuckley@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.

COMPLAINTS

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy. www.boteler.org.uk/school-information/policies

ISSUE	WHO TO CONTACT	HOW?
Any safeguarding concern	Mrs J Chilton, Safeguarding Officer, is in charge of safeguarding	Phone 01925 636414 and ask to speak with Mrs Chilton
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. 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. 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	The Headteacher should be contacted via her PA, Mrs Muckley. If the complaint is about the Headteacher, it should be made to the Chair of Governors, via Ms Morris, Clerk to the Governors.	Complaints to the Headteacher should go to Mrs Muckley as PA to the Headteacher jmuckley@boteler.org.uk Complaints to the Chair of Governors should be made via Ms Morris jmorris@boteler.org.uk
Concerns about friendship issues	The Form Tutor will usually be the best person to approach, or your child's Head of Year/Assistant Head of Year.	We'd hope that the student would be able to approach the Form Tutor themselves but, if they feel unable to, parents can contact members of staff by email or phone.
Queries about 'Show My Homework'	The website has plenty of information about Show My Homework and this should answer most queries. If not, contact 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 School 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 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	Please contact Miss Owen, Office Manager, in the first instance.	cowen@boteler.org.uk or 01925 636414
Exam queries - e.g. dates/times of exams	The website 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 available on the website, in the calendar and on the term dates page.	www.boteler.org.uk
Questions about transport/buses	The Pastoral Team or the School Business Manager, Mr Frodsham, will be able to answer most queries	School website - 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	jmuckley@boteler.org.uk
Mr C Kinsey	Deputy Headteacher BA (Hons) with QTS, PG (Cert)	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

PASTORAL STAFF

Mrs S Brown PGCE BA (Hons)	Head of Year (Year 7)	sbrown@boteler.org.uk
Mrs L Butcher BA (Hons), PGCE	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 BA (Hons), PGCE	Head of Year (Years 10 and 11)	aarmstrong@boteler.org.uk
Miss K Dowling BA (Hons)	Assistant Head of Year (Years 10 and 11)	kdowling@boteler.org.uk
Miss P Bound BA (Hons)	Assistant Head of Year (Years 10 and 11)	pbound@boteler.org.uk
Mr D Willcock	Attendance Officer	dwillcock@boteler.org.uk
Mrs J Chilton	Safeguarding Officer and Mental Health and Wellbeing Lead	jchilton@boteler.org.uk
Miss E Dowling	Lead Support and Therapeutic Manager	edowling@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
	jwoodcock@boteler.org.uk

MATHEMATICS

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

Mr C Speak BSc (Hons), PGCE, Second in Department	fjones@boteler.org.uk
Mr C Hicks PGCE. BA (Hons)	cspeak@boteler.org.uk
Mr J Koltan BEng (Hons), PGCE	chicks@boteler.org.uk
Miss S Sube Keme BSc (Hons), PGCE	jkoltan@boteler.org.uk
Mr D Sutcliffe BEd	ssubekeme@boteler.org.uk
	dsutcliffe@boteler.org.uk

SCIENCE

Mr D Iqbal BSc (Hons), PGCE*

Mrs A Potter M.Chem, PGCE, Second in Department
Mr A Daly BSc (Hons), AMP SCITT
Mr A Davies BSc (Hons), PGCE
Ms I Saleh BSc (Hons), PGCE

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adaly@boteler.org.uk
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ART

Mrs S Joice BA (Hons), PGCE*

Mrs J Guttridge BA (Hons)

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DESIGN & TECHNOLOGY

Mr A Robinson BSc (Hons) with QTS*

Mrs S Llewellyn BA (Hons), PGCE
[Ms J Perkins](mailto:jperkins@boteler.org.uk) BA (Hons), PGCE

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sllewellyn@boteler.org.uk
jperkins@boteler.org.uk

GEOGRAPHY

Mr M Heath BSc (Hons), PGCE*

Miss CH Barnes BSc (Hons)

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HISTORY

Mrs N Hodgson BA (Hons), PGCE*

Miss J Little BA (Hons), PGCE

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COMPUTER SCIENCE

Mr J Miller BSc (Hons), MBA, PCGE
Mr D Sutcliffe BEd

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MODERN LANGUAGES

Mrs O Ward BA (Hons), PGCE*

Miss A Mullen BA (Hons), PGCE
Mrs S Woolley BA (Joint Hons)

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MUSIC

Mrs A Clarke BA (Hons), PGCE*

Mrs L Butcher BA (Hons), PGCE

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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

Mr J Johnson BA (Hons)

cburbidge@boteler.org.uk

aarmstrong@boteler.org.uk

rhughes@boteler.org.uk

jleonard@boteler.org.uk

jjohnson@boteler.org.uk

RELIGIOUS, CITIZENSHIP AND PERSONAL, SOCIAL AND HEALTH EDUCATION

Mrs K Coleclough BA (Hons), PGCE*

Miss J Baggaley BA (Hons), PGCE

kcoleclough@boteler.org.uk

jbaggaley@boteler.org.uk

LEARNING ENRICHMENT TEAM (INCLUDING DESIGNATED PROVISION):

Mrs A Harrison BA (Hons), PGCE, SENDCO National SENDCO Award, PGCert SPLD (Dyslexia) AMBDA and APC (PATOSS)

aharrison@boteler.org.uk

Miss F Power BA (Hons) PGCE

Assistant SENDCO and Lead
Designated Provision Teacher
Learning Enrichment Manager

fpower@boteler.org.uk

Mrs M Cotterill HLTA

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Designated Provision:

Mrs C Peace BA (Hons) PGCE
Mrs L Williams

Designated Provision Teacher
Level 3 Teaching Assistant
Designated Provision Learning
Enrichment Support and DofE
Designated Provision Learning
Enrichment Support

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Mrs R Griffith BA (Hons) and HLTA

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Curriculum Learning Enrichment Team:

Mrs Jo Joslyn BEd (QTS)

Maths teacher - Learning Enrichment

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Mrs R Conlon BSc, PGCE

Maths Learning Enrichment

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Mr J Corrigan BA (Hons) PGCE

English Learning Enrichment

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Mrs T Lambert BEd

Transition Learning Enrichment

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Mrs C Stout BEd

English Additional Language teacher

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Mrs C Main

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Mrs Alicia Graham BA (Hons)

Cover Supervisor

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Learning Enrichment Support

Mrs J Stringer

Personalised support Level
3 Teaching Assistant

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Miss R Bibby BA (Hons)

Personalised support

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Miss S Corless BSc (Hons)

Links Enrichment team

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Miss V Giebka BA (Hons)

Links Enrichment team

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BUSINESS SUPPORT STAFF

Mrs P Allen	Senior Financial Resource Officer	pallen@boteler.org.uk
Mr M Frodsham BA (Hons), MA	Business Manager	mfrodsham@boteler.org.uk
Miss J Morris	Examinations Officer/Clerk to Governors	jmorris@boteler.org.uk
Mrs J Muckley Assoc CIPD	Headteacher's PA/HR Manager	jmuckley@boteler.org.uk
Miss C Owen	Resource and Admin Team Leader	cowen@boteler.org.uk
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Mrs N Hammam BA (Hons)	<u>SEND Administrator</u>	nhammam@boteler.org.uk

TECHNICAL STAFF

Mrs M Allen	DT Technician	mallen@boteler.org.uk
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Mr F Massey	DT Technician	fmassey@boteler.org.uk

ICT SUPPORT

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Mr T Morris	ICT Technician	tmorris@boteler.org.uk
Mr J Mosley	ICT Technician	jmosley@boteler.org.uk

GRAPHIC DESIGN, MARKETING & PUBLICITY

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

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Mrs J Heywood	Assistant Caretaker	jheywood@boteler.org.uk
Mr G Payton	Caretaker	gpayton@boteler.org.uk

CHAPLAIN

Mr Mike Wildsmith	mwildsmith@boteler.org.uk
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