

Contacting the School

Parents often worry about whether to contact the school about a problem or not. No one wants to seem fussy, but our advice is that if you feel you would like to, it is best to get in touch with us, whether it is because of a problem at home or something that seems to have gone wrong at school.

By telephone:
The school's telephone number is 01633 224490.

This is the best contact if there is something we ought to know quickly. The switchboard will be open from 08.00 until 16.00 from Monday to Thursday and 08.00 until 15.30 on Friday.

You probably will not be able to speak to the person you want straight away. Most of the staff spend the majority of each day teaching. Please leave a message and ask for the teacher to ring you back. If it is urgent, please say so since it is not always possible for the teacher to ring back the same day but we will try to do so if we know that it is important.

By email:
The school's email address is **info@stjuliansschool.co.uk**.

By note:
This is useful for less urgent matters. If you explain the problem in the note the teacher can ring you back at a convenient time or can arrange a meeting.

By visiting:
If you come into school without a previously arranged appointment the teacher you want to see is unlikely to be

available. We always try our best to sort out difficulties but people can get very frustrated if they think that they are not being dealt with straight away. It is better to ring before you visit.

Who to Contact

Contact your Form Tutor or Progress Leader, Mr King, if:

- You want us to know about something good that your child has done
- There is a family, social or medical problem affecting your child
- Your child has been punished and you do not think that it is fair
- Your child is being bullied or is unhappy
- Your child's work is concerning you in a general way
- You have heard of a problem in the year group that you think we should know about
- You are not sure who else to contact

Contact a subject teacher if:

- There is a small-scale problem which affects your child's work in the subject
- Home Learning wasn't understood, a book has been lost, the subject seems to be causing confusion at the moment

Contact the Headteacher, Deputy Headteacher or Assistant Headteacher if:

- You have tried other people and your concern has not been resolved
- You think that there is a serious problem affecting the whole school