

### Recommended Communication Procedure for Parents

<b>Academic Matter</b>	<b>Attendance</b>	<b>General welfare</b>	<b>Special Education Need</b>	<b>Admissions</b>	<b>Dress Code matter</b>	<b>School's online Platforms</b>	<b>Any other matter</b>
<i>A query or concern regarding a specific subject (Attitude to learning and behaviour to learning)</i>	<i>Query or to report attendance related matters such as illness, doctor's appointments etc.</i>	<i>Query or concern regarding general well being of the student.</i>	<i>Query regarding school's Special Educational Need provision.</i>	<i>Query regarding admissions to OHLA.</i>	<i>Query or to report any matter regarding dress code.</i>	<i>Query or concern regarding online platforms such as Class Charts.</i>	<i>If your query is regarding any other matter; not covered here.</i>
The subject teacher will endeavour to resolve the matter.	The attendance team will endeavour to resolve the matter.	The form tutor will endeavour to resolve the matter.	The Assistant SENCO will endeavour to resolve the matter.	The admissions team will endeavour to resolve the matter.	The student's form tutor will endeavour to resolve the matter.	The office team will endeavour to resolve the matter.	The office manager will endeavour to resolve the matter.
If the matter is not resolved, the subject DOL will endeavour to resolve the matter.	If the matter is not resolved, the appropriate HOY will endeavour to resolve the matter.	If the matter is not resolved, the appropriate HOY will endeavour to resolve the matter.	The SENCO will endeavour to resolve the matter.	If the matter is not resolved the AP will endeavour to resolve the matter.	If the matter is not resolved, the appropriate HOY will endeavour to resolve the matter.	If the matter is not resolved, the appropriate HOY will endeavour to resolve the matter.	
If the matter is not resolved, an AP will endeavour to resolve the matter.	If the matter is not resolved, an AP will endeavour to resolve the matter.	If the matter is not resolved, the AP linked to the child's year group will endeavour to resolve the matter.	If the matter is not resolved, an AP will endeavour to resolve the matter.		After dealing with the HOY, if the matter is not resolved, an AP will endeavour to resolve the matter.		
<b><i>After speaking with a VP, if the matter is not resolved, the Principal will get in touch to resolve the matter.</i></b>							

Key: DOL – Director Of Learning, AP – Assistant Principal, HOY – Head of Year, VP – Vice Principal, SENCO – Special Educational Needs Co-ordinator.