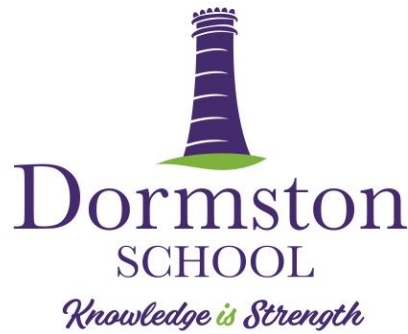


Our Ref: KON/CSN

October 2022

ALL PARENTS/CARERS

Dear Parents/Carer



Re: Making Appointments at Dormston School

As a school, we understand that when you have a query or concern about your child you want this to be dealt with as quickly and efficiently as possible.

Quite often, parents/carers arrive at Main Reception without an appointment and request to speak to a member of staff there and then. Unfortunately, as you can imagine, many staff can be teaching or are involved in meetings throughout the day (including before and after school). As a result of this, staff are unfortunately not instantly available to speak to.

To avoid frustration and wasted journeys, we therefore politely ask, that as parents/carers you do not visit the school expecting to see somebody unless a prior appointment has been made. The only exception to this would be if you had serious safeguarding concerns where you believe a child is at immediate risk of harm.

It may also be, that the person you think you want to speak to or meet with, is not actually the person best placed to deal with your enquiry. We have a very clear staffing structure in place which allows us to direct your questions or concerns onto whoever is best placed to help you. As a school, we also regularly share information with each other, so that any other staff who may need to be aware of any concerns or queries that you raise are kept well informed.

There are two different ways you can get in touch with us;

- via phone - 01384 816395;
- via email:
 - Curriculum related issue: info@dormston.dudley.sch.uk. *We will then forward your email on to the correct person.*
 - Pastoral related issues need to be sent to your child's Head of House:
 - Avon - pamos@dormston.dudley.sch.uk
 - Derwent - rdownie@dormston.dudley.sch.uk
 - Severn - jwilkes@dormston.dudley.sch.uk
 - Trent - mplant@dormston.dudley.sch.uk

If you feel therefore that you need to arrange a face to face meeting please either call or email us in the first instance so that we can get a meeting date and time properly arranged for you. We try our very best to respond to all phone calls and emails with 48 hours.

Thank you for your support with this matter.

Yours sincerely

Mrs Sutton
Head Teacher

