Proud to be Me. Proud to be Us.

The Joseph Whitaker School

An Academy specialising in Sport and Performing Arts



Stage One: I need to talk to someone about my child's:



Email office@josephwhitaker.org and reception staff will forward your query to the relevant member of staff. Alternatively, you can use the online query form on the website.

If your request is urgent, reception staff will be able to answer your query by phone or refer you to the relevant member of staff.



Subject Teacher

Stage Two: I need further assistance as my query wasn't resolved:

Please email <u>office@josephwhitaker.org</u> and reception staff will be able to direct your query to the line manager of the tutor or subject teacher. This will be passed on to:



Subject Progress / Department Leader

Stage Three: The concern is still unresolved:



Reception Staff will direct you to the SLT Link for your initial concern

Please appreciate our teacher's daily commitments and unfortunately it is not always possible for them to take or return calls. We work with a 24-hour working day return on contact. Please be aware we have many staff who are part-time and therefore will reply on their working days

Please do not arrive at the school to see a member of staff without an appointment.

The Joseph Whitaker School Staff will only discuss matters in person at a pre-arranged appointment.

We ask all visitors to remain polite and courteous to all members of staff and verbal or physical abuse towards our staff will not be tolerated.