

## School Office:

### The first point of contact

Contact the office for administrative purposes e.g. to book dinners, confirm different collection arrangements, etc.

Also contact the office to make an appointment to see a teacher, base-leader, or the headteacher.

The offices are always manned in the mornings and it would therefore be helpful if important information could be passed on before lunch.

Many thanks.

## Class Teacher

If you have any issues which are related directly to your child and can be dealt with by your child's class teacher, our doors are always open and there will always be a member of staff at the school gates at the beginning of the day.

The start of the school day is a very busy time for all of our staff so we would very much appreciate it if you could make an appointment for a mutually convenient time should your query / discussion need more time, or is confidential or sensitive.

## Base Leader

The base-leader is a named leader in each school who has an experienced oversight into the workings of the individual school and its pupils and, as an experienced teacher, can make decisions about how to deal with issues, queries, or concerns, including when to pass them on to the headteacher. Examples may include issues around behaviour, curriculum, homework, sensitive information, etc. The base-leader will lead a briefing meeting to all staff each Monday morning and will de-brief the headteacher every day. Where the base leader is unavailable, please contact the headteacher directly.

## Headteacher

Please feel free to contact the headteacher with more serious or sensitive issues, or where you feel that something needs following up further in school. The headteacher will also deal with the involvement of external agencies. The headteacher is contactable by any parents, at any school.

Mrs Eleanor Harrison Bainbridge

Mr Scott Greenway Askrigg

Mrs Vicky Collins West Burton