

Sheringham High School

Holt Road, Sheringham, Norfolk, NR26 8ND

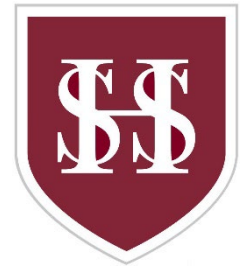
Executive Headteacher: Mr A. Ogle

Senior Deputy Headteacher: Mrs D Hollidge

Tel: 01263 822363

Email: office@sheirngamhigh.co.uk

Web: www.sheringhamhigh.co.uk



Communication Guide for Parents and Carers

Introduction

At Sheringham High School, we find that children who receive support from their parents/carers in meeting the school's expectations make faster progress and are likely to perform better in their GCSEs. We believe that communication between home and school is essential to maintain consistency and to resolve issues as soon as they arise. In an attempt to make this easier, we have produced this guide, which includes a list of people to contact for specific questions or queries.

As we are sure you will appreciate, our staff are often too busy teaching or meeting with pupils, parents or other agencies to provide immediate support throughout the school day. There are 50 lessons in our two-week timetable, each of which is an hour long. Teachers teach an average of 43 periods a fortnight. They also have to plan these lessons, lead tutor periods, plan and mark homework, write reports, provide intervention and additional support for pupils. Many staff also organise extra-curricular clubs or revision sessions outside of the school timetable.

Timely communication is therefore a challenge and it may take our staff some time to respond. If you require help with an urgent matter that, for example, involves a child's safety or is about transport from school on a particular day then please phone school. On other occasions, email communication has proven to be faster and more efficient.

We aim to:

Provide a full reply to concerns within 3 days (for non-safeguarding items). If there is a need to gather information from others or some kind of investigation needed into the parent / carer concern then we will liaise with that parent / carer and inform them when we will contact them with a full response.

If parents have any communication concerns they should contact Mrs Hollidge on the following email:

DHollidge@sheringhamhigh.co.uk


Our office email inbox is checked regularly throughout the school day and all email queries are directed to the relevant member of staff.

office@sheringhamhigh.co.uk



Our website provides a wide range of helpful information for our parents/carers and students. It also includes an electronic contact form, available here: <https://www.sheringhamhigh.co.uk/contact/> which may prove to be easier than emailing us on certain devices.

Our Website: www.sheringhamhigh.co.uk

Essential Information

Parentmail	We regularly use email to communicate important information and notices to parents/carers and students. Please use the Parentmail App to ensure that your contact email address is up to date at all times.
SchoolCloud	We use SchoolCloud to organise parents' evening appointments. Communication is via your email address.
	We will phone parents/carers when there is a need to communicate urgent messages. We will also send text messages to communicate urgent or essential information.

Optional Information

	We use Facebook to share information about school events, to celebrate student's work and achievements and to keep our community up to date with school activity. Please follow us on @Sheringham High School
	We use Twitter to share our students' work and to celebrate school achievements. It is also a helpful networking tool, that allows us to engage with national and local organisations, as well as parents/carers. Please follow us on @SheringhamHigh

Contacting staff

If your query relates to a particular department, service area or member of staff, then please use the enclosed Staff Contact List to email the relevant member of staff.

If you have information that many or all staff should be aware of please send this to:

office@sheringhamhigh.co.uk

Raising a concern

Please follow the appropriate procedure so concerns can be resolved as quickly as possible.

Complaints Procedure Summary

The complete policy can be seen on our website. Click on Home, Policies, Complaints Procedure.

Stage 1

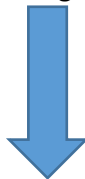
Speak to the most appropriate person, Eg Head of Department (see below)



Stage 2

If the concerns are not resolved parent / carer should contact Mrs Hollidge

Anyone who has not followed Stage 1 will be asked to do this first



If the issue still remains unresolved a formal complaint can be submitted to Mr Ogle



Stage 3

If the concern is not resolved the complainant can raise this as a Stage 3 complaint to Governors

Anyone who has not followed Stage 1 or Stage 2 will be asked to do this first

Name	Role	Areas of responsibility	Email
For all general enquiries or information			office@sheringhamhigh.co.uk
Mrs F Hill	Head of Maths	Maths	fhill@sheringhamhigh.co.uk
Mrs K Chanter	Head of English	English Language & English Literature	kchanter@sheringhamhigh.co.uk
Mrs S Hookway	Head of Science	Science	shookway@sheringhamhigh.co.uk
Mr J McGlinchey	Head of Physical Education	Physical Education & GCSE Physical Education	jmcglinchey@sheringhamhigh.co.uk
Mrs K Powell	Head of Performing Arts	Drama, Music	kpowell@sheringhamhigh.co.uk
Mrs R Mendes-Houlston	Head of Art	Art, Photography	rmendes-houlston@sheringhamhigh.co.uk
Mr J Cartwright	Head of Social Sciences Careers Lead	Philosophy & Ethics, Relationships and Sex Education (RSE), Psychology, Health & Social Care, Sociology	jcartwright@sheringhamhigh.co.uk
Mrs E Cromwell	Head of Modern Foreign Languages	French, German	ecromwell@sheringhamhigh.co.uk
Mrs P Tosney	Head of History	History	ptosney@sheringhamhigh.co.uk
Mr D King	Head of Geography	Geography	dking@sheringhamhigh.co.uk
Mr J Bowen	Head of Design and Technology	Design & Technology, Food & Nutrition, Motor Vehicles	jbowen@sheringhamhigh.co.uk
Mr A Green	Head of Business Studies, Social and Vocational Education	Business Studies, Computing	agreeen@sheringhamhigh.co.uk
Mrs L Bannister and Mrs N Bradshaw	Data Manager	Data queries	lbannister@sheringhamhigh.co.uk nbradshaw@sheringhamhigh.co.uk
Mrs L Melton	Examinations Officer	Examination queries	lmelton@sheringhamhigh.co.uk
Mrs N Drury	Lead DSL and Mental Health Lead	Safeguarding and Mental Health	ndrury@sheringhamhigh.co.uk
Mrs S Ransome	Pastoral Manager	Designated Safeguarding Lead Safeguarding, Attendance and Home / School Liaison	sransome@sheringhamhigh.co.uk

Mrs R Harding	Special Educational Needs Co-ordinator	Provision for children with Special Educational Needs	rharding@sheringhamhigh.co.uk
Mr D Boyce	First Aid and Medical Lead	Students requiring medical support	dboyce@sheringhamhigh.co.uk
Mr R Keshavarz	Director of Sixth Form	Anything related to Our Sixth Form	rkeshavarz@sheringhamsixthform.co.uk
Mr B Phillips	Deputy Headteacher	Behaviour and Attendance Systems	bphillip@sheringhamhigh.co.uk
Mrs D Hollidge	Senior Deputy Headteacher	Curriculum, Teaching and Learning Concerns not covered elsewhere	dhollidge@sheringhamhigh.co.uk
Miss R Shepherd	Assistant Headteacher	Sixth Form Enrichment, Duke of Edinburgh Award, Educational Visits Co-ordinator	rshepherd@sheringhamhigh.co.uk
Mr A Ogle	Executive Headteacher	Formal complaints (Must be received in writing)	aogle@synergymat.co.uk