



Communications Flowchart

for Parents, carers and students: We operate a graduated approach to communications

	Academic & Progress		Pastoral and Welfare	
Step 1 All general enquiries	Work, progress and subject specific related issues	Subject Teacher or Form Tutor (for holistic concerns)	Friendships/relationships, equipment, general welfare and queries	Form Tutor
Step 2	Escalated Step 1 issues	Subject Team Leader	Escalated Step 1 issues	Head of Year
Step 3	Escalated Step 2 Issues	Senior Leader Link	Escalated Step 2 Issues	Senior Leader Link
Step 4	Escalated Step 3 Issues	Deputy Headteacher	Escalated Step 3 Issues	Deputy Headteacher
Step 5	Escalated Step 4 Issues	Headteacher	Escalated Step 4 Issues	Headteacher or DSL
SEN	For general enquiries about SEN issues please initially speak to the classroom teacher or Form Tutor. Should your child have a Keyworker, then please utilise them as a first point of contact before reaching out to the SENCO			
Safeguarding	Please contact safeguarding@johncolet.co.uk if you have specific concerns of a safeguarding nature. For other welfare and pastoral enquiries, please see the above Pastoral and Welfare scaled response route.			

