

PREP SCHOOL

PARENTAL CONTACT - who to go to for what and when to expect a response

All teachers welcome contact from parents with regards to their daughter's progress but parents should be mindful that teachers are not on emails whilst teaching and may only be able to check them at break and lunch times. There is no expectation for teachers to respond to emails outside the working day.

In the Prep School the first point of contact for a parent in relation to every day matters regarding their daughter is the form teacher and email addresses are provided on joining the class.

For other matters, the following table lays out who to contact for what and the timeframe that a member of staff would be expected to get back to a parent.

Issue	Who to contact	Expectation of response
Safeguarding concern	Deputy Head of Prep School a.brand@nor.gdst.net	Within 24hrs
General administrative queries	Prep School Reception a.howard@nor.gdst.net Head of Prep's PA s.shearer@nor.gdst.net	Within 1 school day
Absence - on the day	Prep School Reception 01603 351896 a.howard@nor.gdst.net	none
Absence - future planned absence	Head of Prep School s.roberts@nor.gdst.net	Within 5 school days
First point of contact for every day matters about your daughter	Form teacher	Within 2 school days
Escalation or unresolved issues	Deputy Head of Prep School a.brand@nor.gdst.net (for pastoral issues) Head of Pre-Prep r.barton@nor.gdst.net (for Pre-Prep issues) Head of Prep School s.roberts@nor.gdst.net (for academic issues)	Within 2 school days
Complaint	Head of Prep School s.roberts@nor.gdst.net	Acknowledgement of receipt of email - within 2 school days Response within 10 school days

Other key points points of contact:

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- VMT music lessons or after school rehearsals - Mr Wistow (i.wistow@nor.gdst.net)
- Sporting matter - Mrs Smith (d.smith@nor.gdst.net)
- Sports match- the named teacher supervising match (details available via SOCS)

Outside of term time

Parents can expect to receive out of office messages on emails, based on the following guidelines shared with teachers.

Out of office message - half terms and holidays

Option A - The school is now closed for the holidays and it may take longer than normal to respond to your email. If your query is urgent please contact the school office on admin@nor.gdst.net or by ringing 01603 453265 and your query will be directed to the most appropriate person.

If you have any safeguarding concerns over the holidays please contact the main school reception who will then direct you to a school designated safeguarding lead. Alternatively you can contact the Children's Advice and Duty Service through Norfolk County Council's Customer Services on 0344 800 8020.

Option B (Senior and Middle Leaders) - I will be accessing emails less frequently during the holidays and will respond to any non-urgent queries when we return to school. If your query is urgent please contact the school office on admin@nor.gdst.net or by ringing 01603 453265 and your query will be directed to the most appropriate person.

If you have any safeguarding concerns over the holidays please contact the main school reception who will then direct you to a school designated safeguarding lead. Alternatively you can contact the Children's Advice and Duty Service through Norfolk County Council's Customer Services on 0344 800 8020.