

**G D S T**

**SENIOR 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. 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 Senior School the first point of contact for a parent in relation to everyday matters regarding their daughter is the form tutor. They will make contact with you, to introduce themselves, at the beginning of each academic year and at other checkpoints throughout the year.

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	Designated Safeguarding Lead Charlotte Reed <a href="mailto:c.reed@nor.gdst.net">c.reed@nor.gdst.net</a> <i>Please state in your email subject that it is a safeguarding concern.</i> <i>If urgent call - 01603 453265 and ask to speak to a DSL.</i>	Within 24hrs
Absence - on the day	01603 453265 <a href="mailto:absence@nor.gdst.net">absence@nor.gdst.net</a> Copy in form tutor so that they are aware of request	As required dependent on absence.
Absence - future planned absence <i>eg. for medical, dental, religious observance or other exceptional circumstance</i>	<a href="mailto:absence@nor.gdst.net">absence@nor.gdst.net</a> Copy in form tutor so that they are aware of request	Within 5 school days
Absence - exceptional circumstances <i>eg. for family events or holidays.</i>	<a href="mailto:absence@nor.gdst.net">absence@nor.gdst.net</a>	Within 5 school days

First point of contact for every day matters about your daughter.	Form tutor	Within 2 school days
Escalation of an issue	Head of Year	Within 2 school days
Further escalation or unresolved issues	Deputy Head <a href="mailto:m.braybrook@nor.gdst.net">m.braybrook@nor.gdst.net</a> (for academic issues) <a href="mailto:h.dolding@nor.gdst.net">h.dolding@nor.gdst.net</a> (for pastora and co-curriculum I issues)	Within 2 school days
Complaint	Head <a href="mailto:hm@nor.gdst.net">hm@nor.gdst.net</a>	Acknowledgement of receipt of email - within 2 school days Response within 10 school days

Other key points points of contact:

- For trips and visits - the teacher leading the trip (details on trip letter sent via School Post)
- VMT music lessons or after school rehearsals - Mr M Hall ([m.hall@nor.gdst.net](mailto:m.hall@nor.gdst.net))
- Sporting matters - Mrs Smith ([d.smith@nor.gdst.net](mailto: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, as well as middle and senior leaders.

### **Out of office message - half terms and holidays**

Please be aware that in the holidays, most staff will have an out of office message on their emails. There are two standard versions of the message that you might see.

- **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](mailto: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](mailto: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.

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