

Tutor	Head of Year	Pastoral Team	Subject teacher	Head of Faculty/department	Learning Development
<p><b><u>First point of contact for any pastoral related concerns</u></b></p> <p>For example, concerns regarding:</p> <ul style="list-style-type: none"> <li>• Behaviour</li> <li>• Attendance/punctuality</li> <li>• Well-being</li> <li>• Tutor report where applicable</li> </ul>	<p>Point of contact where pastoral related concerns persist</p> <p>For example, persistent concerns of:</p> <ul style="list-style-type: none"> <li>• Behaviour</li> <li>• Attendance/punctuality</li> <li>• Well-being</li> <li>• Head of Year report where applicable</li> </ul>	<p><b><u>First Point of contact for Safeguarding or serious pastoral concerns for immediate action or investigation</u></b></p> <p>e.g. bullying or other child protection matters</p> <p>Point of contact where Pastoral Team is already involved for example:</p> <ul style="list-style-type: none"> <li>• Pastoral report where applicable</li> <li>• Pastoral mentoring where applicable</li> </ul>	<p><b><u>First point of contact for any subject related concerns</u></b></p> <p>For example concerns raised with regard to:</p> <ul style="list-style-type: none"> <li>• Progress</li> <li>• Home learning</li> <li>• Well-being and/or behaviour in lessons</li> <li>• Department report where applicable</li> </ul>	<p>Point of contact where subject related concerns or issues persist</p> <p>For example persistent concerns of:</p> <ul style="list-style-type: none"> <li>• Progress</li> <li>• Home learning</li> <li>• Well-being and/or behaviour in lessons</li> <li>• Department report where applicable</li> </ul>	<p>Point of contact for issues or concerns directly related to a child's SEND needs</p>

If parents/carers wish for clarification from a member of staff who has issued a sanction, please send a letter or note in the handbook with your child to show the member of staff, who will then be able to respond accordingly.

If, due to exceptional circumstances, parents/carers would like to request a change in date for a detention, please send a letter or note with your child to show the Reflection Hub Manager, before the detention. The Reflection Hub Manager is available at break and lunchtime in the Pastoral Office.