

## Lenzie Academy

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To all parents/carers

Head Teacher: Brian Paterson

Ref: BP/LL

Date: February 2018

Dear Parents/Carers

In light of some recent events I would like to issue you with a reminder of the school's procedures for liaising with teaching staff within the school. If you have a concern or query related to your child's education please follow the procedures outlined below for both the convenience of our staff and also for you as a parent/carer:

1. In the first instance email the school office and ask for your email to be passed on to your child's guidance teacher or year head and they will get back to you in due course. Please do not turn up to the school expecting to be seen by your child's guidance teacher or year head there and then. They are more than likely to have class commitments or may be out of school attending meetings. **You will not be seen if you turn up without prior notice.** You may wish to phone but again our guidance staff and year heads may have other commitments and cannot respond to your call immediately. If you are phoning leave your name and number and your child's name and they will get back to you as soon as is practicable.
2. If you have concerns related to your child's education you can relate your concern via email or by phone with either the guidance teacher or year head and they will investigate the matter on your behalf. They will get back to you with the outcome of their investigation as soon as they can. On occasion it may be that the head of department returns your call if it would be more suitable and appropriate for them to do so.
3. It may be that matters cannot be resolved by phone or email and that a meeting is required. In this instance the guidance teacher or year head will organise the meeting and inform you of the date and time for the meeting.
4. In all cases when parents/carers arrive at the school they should **sign in at the lower office** and wait in the designated area. Either the year head or the guidance teacher will come and collect you and take you to where the meeting is being held.

I hope that this reminder clarifies matters for all parents/carers and avoids any misunderstandings in future.

Thank You