

How Parents and Carers can communicate with the school

Parents and carers should use this list to find the correct contact details for the question they have. This will ensure the most efficient use of school resources and generate the most efficient response. Please be aware that we do ask that all communication meets our code of conduct policy.

Please start all emails with: **1. The child's first name and surname** **2. The year and tutor group**

	Email addresses	Examples of query
I have a general enquiry (non-urgent issue, e.g. not relating to emergency or safeguarding/welfare)	Office email address: office@stonehenge.wilts.sch.uk Phone the school office on 01980 623407	<ul style="list-style-type: none"> - General enquiries - Admissions enquiries - Change of contact details – <u>we can only accept emails for change of details</u> - Request for contact from specific staff member (in order of priority): <ul style="list-style-type: none"> o Form Tutor o Progress Leader o Subject teacher/Leader o Member of the Senior Team - Pastoral support for the attention of relevant Pastoral Manager
I have an urgent issue, relating to a family emergency or a Safeguarding or Welfare issue	Phone the school office on 01980 623407	<ul style="list-style-type: none"> - Family emergency - Safeguarding/Welfare issues
I need to report an absence	<ol style="list-style-type: none"> 1. Report the absence via Class charts 2. Report the absence via the absence line on 01980 676650 3. Report the absence via the absence@stonehenge.wilts.sch.uk <p>Please refer to our attendance section on our website for more information: https://www.stonehenge.wilts.sch.uk/attendance/</p>	<ul style="list-style-type: none"> - Reporting a child's absence (on each day of the absence) - Notification of medical appointments (in advance of the date/time)
I need to request a Leave of Absence	All requests should be submitted via the Leave of Absence request form as early as possible in advance.	<ul style="list-style-type: none"> - Leave of absence request for exceptional circumstances

	Please refer to our attendance section on our website for more information: https://www.stonehenge.wilts.sch.uk/attendance/	
Medical Concerns	Office Manager email address – office@stonehenge.wilts.sch.uk	<ul style="list-style-type: none"> - Recent injuries - Recent diagnosis - Updates to on-going medical issues - Information relating to medication taken in school time
SEN	Contact the SEN department at SEN@stonehenge.wilts.sch.uk	
I would like to speak to someone in the Safeguarding Team	Designated Safeguarding Team email address – safeguarding@stonehenge.wilts.sch.uk	<ul style="list-style-type: none"> - Safeguarding concerns
I have a query regarding the curriculum	Please visit the relevant section for each subject on the curriculum tab on our website.	<p>Each subject's information page contains:</p> <ul style="list-style-type: none"> - The subject's intent - The 'I can' statements - The Learning sequence - Careers info relating to that subject - Extracurricular offers
I have a query about exams information:	<p>Please visit the Exams section of our website: https://www.stonehenge.wilts.sch.uk/our-school/exam-information-results/</p> <p>Exams officer email address – exams@stonehenge.wilts.sch.uk</p>	<ul style="list-style-type: none"> - Lost certificates - Exam timetables - Access arrangements - Exceptional circumstances during exam period
I have a query about finance	Office Manager email address– office@stonehenge.wilts.sch.uk	<ul style="list-style-type: none"> - Free School Meals applications - ParentPay queries - Financial hardship
I have a complaint that I would like to raise	Please refer to our Complaints Procedure which can be found here: https://www.stonehenge.wilts.sch.uk/app/uploads/2021/01/Complaints-Procedure-Sept-2020.pdf	