Parent Inquiry or Concern – Senior School

**Academic**

**Level 1:** Parent emails or phones subject teacher.

Issue resolved?

**Level 2:** Parent emails or phones Head of Department of subject area.

Issue resolved?

**Level 3:** Parent emails or phones Head of Senior School.

Issue resolved?

**Level 4:** Contact the Vice Principal or Principal to discuss your concern.

**General or Administration Concern**

**Level 1:** Contact Reception who will direct you to the appropriate person if they are unable to address your query.

**Level 2:** Parent emails or phones Form teacher.

Issue resolved?

**Level 3:** Parent emails or phones appropriate Year Co-ordinator.

Issue resolved?

**Pastoral Care/Health**

**Level 1:** Parent emails or phones Form teacher.

Issue resolved?

**Level 2:** Parent emails or phones appropriate Year Co-ordinator.

Issue resolved?

**Level 3:** Parent emails or phones Head of Senior School.

Issue resolved?

**Level 4:** Contact the Vice Principal or Principal to discuss your concern.