



Holley Park Academy — if I have a question, who do I go to?

If you have a question, please ask it! We want to know what you're not sure about. **If you have a small question**, for example about arrangements for something during the school day that your child has mentioned, please ask their teacher as soon as you can, face to face, or via email to the school office. If several people have a similar question, it will alert us and we can explain more to everyone:

If you don't tell us what you want to know, we can't help.

This checklist shows where to start. In some cases, the contact person will refer you to someone else (for example, the school office may refer you to a teacher or the Head depending on the nature of the query). Contact details are shown below the table.

Sometimes further support is required. If you need to escalate a query, see under 'Escalation path' below the table.

We have lots of written policies that set out how we approach aspects of school life, available from the Holley Park Academy website or the school office. For example, the Behaviour policy sets out our behaviour standards and what we do if they're not met. There are many other policies – if you need to know our formal approach, the policies should be useful.

Topic	Who to go to first
Academic matters	For child-specific issues, start with the pupil's class teacher. For issues not specific to one child – Key Stage leader, or the Head. See also 'Escalation path – where else to take an issue'.
Access to the school	see 'safeguarding'
Admissions to school/nursery	School office
Breakfast and After School Club (Extended Schools childcare provision)	School office
Being a parent volunteer	volunteering in school – class teacher; volunteering for social events and fundraising – School office
Bright ideas about anything to do with the school	School office, Key Stage Leaders, Assistant Head teachers, Head teacher
Charity fundraising	By the school – School Council
Computer club	Mr Hopkinson
Cycling proficiency/Bikeability	School office, class teacher
Data about pupils' performance	Class teacher, Key Stage leader or Head teacher
Donating money, books, expertise or anything else to the school	School office who will pass you on to the relevant contact
email	To get emails from school including the weekly newsletter, contact the school office.



Emergency procedures incl snow	School office, local radio stations, website, texting service
Finances	Governors – In writing to Chair of Governors
Free school meals	School office
All clubs	School office, website
Hiring the school facilities	School office
Holiday clubs	Website
Homework	Pupil specific – class teacher
Lost property	Class teacher
Music lessons	Mrs Tongue
Nursery Class	EYFS Leader, School office
Nursery provision	EYFS Leader, School office
Safeguarding	Designated Head and Deputy Designated Assistant Head
School Council	School office
School dinners / packed lunch	School office (including any concerns about individual pupils)
School newsletter and other school communications	School office, Website
Singing / choir	School office, website
Swimming lessons	School office, class teacher
Uniform and book bags	Little Gems

Contact details

School office

0191 2193740

info@holleyparkacademy.co.uk

The school office deals with everything to do with administering the school. If you have a question for a teacher, and can't get to see them, please email or write to them c/o the school office. They may suggest making an appointment to meet face-to-face.

Governors

The Governors can be contacted via the school office or via the Clerk to the Governors, Wendy Alder, (who will forward it to the relevant Governor)

Please feel free to use our downloadable forms for comment, compliment or complaint.

Escalation path – where else to take an issue

A problem can be escalated if the initial contact (shown in the checklist) can't help; if there is a conflict of interest with the initial contact; or if anyone involved feels that further help is required.

Class teacher *then* Key Stage leader *then* Asst Head *then* Chair of Governors

School office *then* Head *then* Chair of Governors

We recognise that sometimes personality clashes happen. If you have an issue that needs resolving and you feel unable to approach the initial contact, you can ask the Governors for guidance. They may not be able to resolve the issue, and in fact are not allowed to take up most individual issues – but they should have experience or perspective that helps to identify the best way forward, and can certainly offer support.