Wightwick Hall School Communication Process for Parents and Carers

To ensure that queries and concerns are dealt with promptly and by the most appropriate member of staff, parents and carers should follow the communication pathway below. This helps us provide consistent, timely support and ensures that issues are resolved at the right level.

1 Form Tutor

Your child's Form Tutor should always be contacted first for any general queries, pastoral issues, classroom matters, or day-to-day updates.
Please contact Form Tutors primarily through SeeSaw.

2 Pathway Lead

If the Form Tutor is unable to resolve the issue, parents should contact the relevant Pathway Lead:

Pioneers: Rebecca Griffith

Pathfinders: Rachel Garen

Discoverers & Navigators: Helen Smith

3 Senior Leadership Team

If the Issue Needs Escalation

If concerns continue or require SLT input, the following leaders can be contacted depending on the nature of the concern:

Curriculum & Data: Nick Brown

Operations & HR: Amy Scott

Attendance & Behaviour: Gina Higgs

Pastoral and Qualifications: Sarah Owen

4 Headteacher

Step 4: Headteacher

The Headteacher should be contacted for:

Formal complaints

Low-level concerns that could not be resolved through earlier stages

Concerns relating to leadership decisions or whole-school matters

Safeguarding

Any safeguarding concern must be reported immediately and directly to the
Designated Safeguarding Lead:
Sue Green

Tel: 01902 761889