

Parents and Carers Contact Guide for Denbigh School



DENBIGH SCHOOL

Contacting Denbigh School as a Parent or Carer

Purpose

The purpose of this Guide is to explain the roles of staff in-school who are here to support students and parents and to provide contact details for them. We aim to help you contact the most appropriate member of staff so that your query can be dealt with efficiently and effectively.

Main School Reception

The telephone number for the main school reception is: **01908 505030**. The reception phone line is available between: **8am to 4:30pm Monday to Friday**

If you wish to make contact with a member of staff we encourage emailing in the first instance as it is not always possible to connect calls due to teaching and other school commitments.

Please note: phonelines can get busy, your patience is appreciated, and calls will be answered as efficiently as possible.

Main School Email

The main school email is headteacher@denbigh.net

Timescales for responding to queries

We aim to acknowledge the query within **two days** of receiving the query and provide a full response within **14 days**. This relates to communication by letter, email or telephone.

Headteacher/Deputy Headteacher Parents Drop-In

We hold regular **Drop-In sessions** when parents can come into school to talk to the Headteacher or a Deputy Headteacher. Pre-booking will be necessary. More information has been made available for parents about how this can be done. For the dates of forthcoming sessions please email headteacher@denbigh.net

A-Z Query List

Set out on the following pages is an A-Z list of topics upon which parents/carers may need to contact the School.

A

Admissions

For any queries related to admission to Denbigh School please contact our Admissions Officer on admissions@denbigh.net.

Attendance

Year 7 to 11 Attendance

Student absence for Years 7–11 can be reported to our Attendance Team via our dedicated email: studentabsences@denbigh.net or by calling **01908 330536**. When reporting an absence, parents/carers must provide:

- The student's full name
- The reason for absence
- The expected date of return

Parents/carers should notify the school by 8:00am wherever possible. This includes occasions where you know in advance that your child will be absent, for example due to a medical appointment. Absence can also be reported via the ParentMail App. Please select the 'Reporting Student Absence' tab and choose the length and nature of the absence from the drop-down options. We ask that you provide as much detail as possible in the comments section, as this information is sent directly to our Attendance Team.

If your child is absent and we have not been notified of the reason, our Attendance Team will follow safeguarding procedures to establish their whereabouts. This may include telephone calls, emails, text messages, letters and, where appropriate, home visits.

Attend Notifications

Denbigh School uses the Attend system to support communication regarding student absence. If we have not received a reason for your child's absence, you may receive an automated notification via Attend asking you to confirm why your child is not in school. Please respond promptly to these notifications to avoid the absence being recorded as unauthorised. We advise parents/carers to check their junk or spam inbox, as automated messages can sometimes be filtered there.

Leave of Absence

Denbigh School does not authorise holidays taken during term time. We understand that there may be exceptional circumstances which are unavoidable, such as a funeral. In these cases, a Leave of Absence must be requested in advance by emailing, studentabsences@denbigh.net providing as much detail as possible. Requests will be considered by the Headteacher and previous attendance will be taken into account.

Advice and Support

Our Attendance Team are here to support & advise on all matters related to attendance. You can contact them via: studentabsences@denbigh.net or **01908 330536**

Sixth Form Attendance

Sixth Form student absence should be reported to the Sixth Form Attendance Officer on sixthformattendance@denbigh.net or **01908 773940**.

C - G

Careers and Guidance

For queries related to Careers information and guidance please contact our **Careers Co-ordinator** on careers@denbigh.net or **01908 505030**.

Catering

Our in-school catering is provided by Cucina. If you have any queries regarding catering at the school then please contact cucina@denbigh.net

Clubs

If you have a query regarding our extra-curricular clubs and activities provision, please contact our **SLT Operational Lead** on clubs@denbigh.net

Denbigh Association

The Denbigh Association is the School's Parent-Teacher Association. Parents automatically become a member of the Association when their child joins Denbigh School. For more information about the work of the Association, or if you wish to take an active role, please contact **Mr Burgess, Assistant Headteacher** on denbighassociation@denbigh.net

Diversity Co-ordinator

Our Diversity Co-ordinator oversees the running of Diversity and Inclusion at Denbigh; it includes LGBTQ+, Religious Tolerance and Anti-Racism. **Mrs Conway** aims to empower students to explore, showcase and learn from the varied cultures present at Denbigh and can be contacted on conwayl@denbigh.net.

Examinations

You should contact your child's Head of Year about any issues related to examination timetables, entries and the collection of certificates.

Family Liaison Officer

Our Family Liaison Officer will support students whose education is at risk due to attendance as well as supporting families, children and young people who are in the vulnerable groups that may require additional support to access learning. To contact our FLO e-mail lewisd@denbigh.net or call **01908 330521**.

Governance

If you wish to contact the Governors or want more information about the work of the Local School Board of Governors, please contact our Governance Professionals: **Mrs Stewart** on stewartt@denbigh.net or **Miss Pickard** on pickards@denbigh.net

General Office

Our Administration Team in the General Office provides assistance and information for things such as ParentMail accounts, lunch money, Parents Evenings, clubs and lockers. To contact the Team please e-mail generaloffice@denbigh.net or call **01908 505030**.



House Champions

Our House Champions promote the House ethos in-school, run the House Councils and organise House activities and competitions. If you have any queries regarding your child's House activities, then please contact them on:

Brunel House Champion:	brunel@denbigh.net
Curie House Champion:	curie@denbigh.net
Darwin House Champion:	darwin@denbigh.net
Newton House Champion:	newton@denbigh.net
Stephenson House Champion:	stephenson@denbigh.net

Heads of Year – Pastoral and Progress

If you have a query regarding your child's welfare or progress, then your first point of contact should be your child's tutor. Your child's Heads of Year (Pastoral and Progress) can provide support and advice in addition to that offered by your child's tutor. They can be contacted via their email, or through the main school line **01908 505030**.

HOYs for Year 7

Transition:	Mrs Smulders on smuldersp@denbigh.net
Pastoral:	Miss Roche on rochee@denbigh.net

HOYs for Year 8

Pastoral:	Mrs Wiltshire on wiltshires@denbigh.net
Progress:	Miss Harris on harrisj@denbigh.net

HOYs for Year 9

Pastoral:	Mr Ozgul on ozgula@denbigh.net
Progress:	Mr Edun on edunr@denbigh.net

HOYs for Year 10

Pastoral:	Mrs South Greaves on southc@denbigh.net
Progress:	Miss Dolling on dollingl@denbigh.net

HOYs for Year 11

Pastoral:	Mr Hairsine on hairsinem@denbigh.net
Progress:	Miss Kewney on kewneyl@denbigh.net

HOYs for Year 12

Mrs Brown on browna@denbigh.net
Mr Bunney on bunneyr@denbigh.net

HOYs for Year 13

Mrs Herring on herringj@denbigh.net
Mrs Oscroft on oscroftl@denbigh.net



Leadership Team

Our Senior Leadership Team who oversee all aspects of life at Denbigh are:

Mr Steed, Headteacher on headteacher@denbigh.net

Mr Myers, Senior Deputy Headteacher (Education & Achievement & Designated Safeguarding Lead) on myersp@denbigh.net

Miss Dale, Deputy Headteacher (Teaching & Learning & Curriculum) on dalel@denbigh.net

Mr Stewart, Deputy Headteacher (Care & Opportunity) on stewartm@denbigh.net

Mr Bennett, Assistant Headteacher (Director of Post 16 Provision) on bennettd@denbigh.net

Mrs Brown, Assistant Headteacher (Complementary Curriculum & Outdoor Education) on brownh@denbigh.net

Mr Burgess, Assistant Headteacher (Progress & Achievement Year 11) on burgessj@denbigh.net

Mrs Martin, Assistant Headteacher (Inclusion & SEND) on martinr@denbigh.net

Mr Waters, Assistant Headteacher (Progress & Achievement Y7-10 & Punctuality) on watersje@denbigh.net

Mrs Beesley-Evans, Business Manager on beesleyevansp@denbigh.net

Miss Pickard, Head's PA & Operational Lead on pickards@denbigh.net

Lettings

If you have a query regarding Denbigh's facilities that are available to hire outside of the school day, during the evenings or at weekends then please email lettings@denbigh.net

Library and Independent Learning Centre

If you have a query regarding our Library and Independent Learning Centre then please contact our Library Manager on library@denbigh.net or **01908 330577**.

Lockers

If you have a query regarding your child's locker, you should email locker@denbigh.net.

M to S

Medical Room

To allow us to care for your child please ensure that we are aware of any long-term or temporary/short-term medical conditions they have, including any injuries. Please also notify us of any medication that they are taking over a long-term or short-term period. Please also contact the School Matron & your child's HOY regarding any injury or illness that may affect their school day. Please e-mail details of any medical conditions/injuries or medications to Matron on fas@denbigh.net or on **01908 330537**.

We work with the NHS Schools' Immunisation Team to administer routine vaccinations. Parents will receive written notification of any such events and permission is always obtained from parents before any student takes part in a vaccination programme.

PE

If you have a query regarding PE Kit, sports fixtures and clubs then contact our PE Professional Assistant on pefixturesandclubs@denbigh.net or on **01908 505030**.

Safeguarding

If you have a concern about a child's safety or wellbeing or feel they are at risk of harm then please contact the Operational Safeguarding Lead, Mrs Burgess, who can be contacted on burgessd@denbigh.net or **01908 505030**.

SEND (Special Educational Needs and Disabilities)

Any queries related to SEND should be sent to our SEND Team on sendco@denbigh.net or on **01908 330550**.

Site and Estates Team

For queries related to school maintenance and cleanliness, please contact our Site Manager on siteteam@denbigh.net or **01908 505030**.

Sixth Form

For Bursary and Admission queries please contact our Senior Sixth Form Administrator at makkia@denbigh.net or **01908 330533**.

Sixth Form student absence should be reported to our Sixth Form Attendance Officer at sixthformattendance@denbigh.net or **01908 773940**.

S to T

Student Support

Staff in our Student Support Centre provide support for students in terms of their welfare to ensure that they feel safe, supported, and can access the curriculum. Our School Counselling Team is based in the Student Support Centre providing students with advice, guidance and support on a wide range of issues. Pupil Premium provision and free school meals are administered by our Pupil Premium Champion.

Staff in the Student Support Centre can be contacted as follows:

Mr Fisher – Lead School Counsellor on fisherlu@denbigh.net or 01908 330555

Miss Anderson – School Counselling Team on andersonr@denbigh.net or 01908 330555

Mrs Rose – Pastoral Mentor on rosel@denbigh.net or 01908 505030

Mrs Boddy – Learning Mentor on boddyc@denbigh.net or 01908 330221

Mrs Molloy – Pupil Premium Champion on molloyg@denbigh.net or 01908 330540

Subject Teachers

Subject teachers should be contacted if you have a subject specific query about how to support your child's learning or have a concern about your child's progress in a specific subject. They can be contacted **via their email** or on **01908 505030**. If you still have concerns after speaking with the subject teacher, then you should ask for the issue to be referred to the Faculty's Year Group leaders.

Trips and Visits

If you have a query regarding an educational visit your child is taking part in (including Duke of Edinburgh expeditions) then please contact our Trips and Duke of Edinburgh Co-ordinator on **tripsanddofe@denbigh.net** or **01908 330575**.

Tutors

Your child's Tutor oversees their welfare and academic progress. Any queries/problems should be discussed with them in the first instance. They can be contacted via their email or through the main school switchboard on **01908 505030**. They work closely with the Head of Years (Pastoral and Progress).