St. John Bosco's





Step 1

Class Teacher or Office

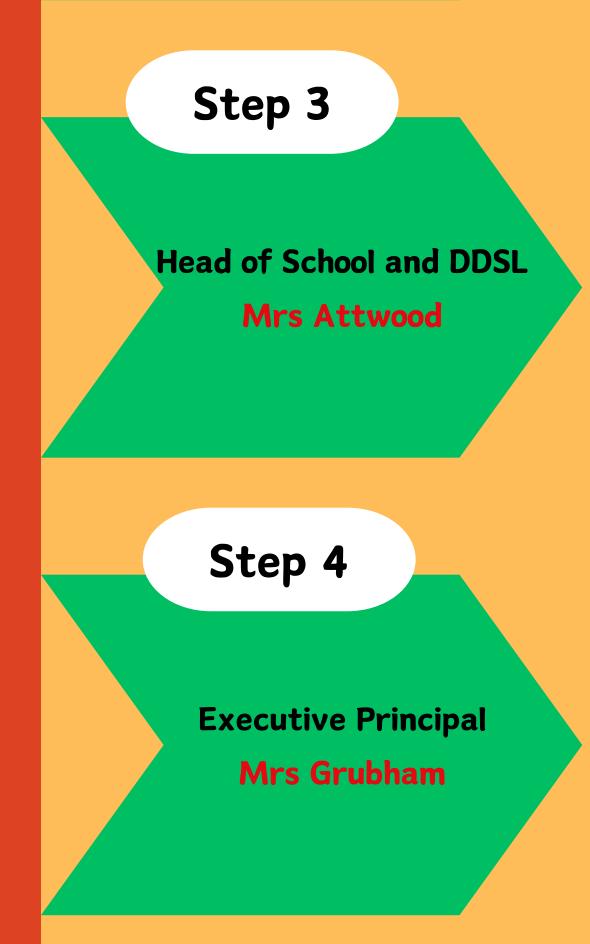
Step 2

Assistant Principals Mrs Hill Mr Ginder and/or SENCO Mrs Pitt This is the first point of contact between families and school.

The table below clarifies whether the communication requires the attention of your child's class teacher or if the school office is more appropriate. Teachers are available most days after school and appointments can be made by contacting the school office by or sending the class teacher a Dojo message.

If further support is required, Mrs Hill and Mr Ginder are available. For SEND specific queries, direct Dojo message or email Mrs Pitt. louise.pitt@st-johnbosco.sandwell.sch.uk

This step can be organised through the school office or in collaboration with the teacher currently dealing with the



query.

Having followed Steps 1 –2, if a matter needs further attention, it can be brought to Mrs Attwood.
This can be organised through the school office or in collaboration with the member of staff previously involved.

Anything of an **urgent safeguarding matter** can be brought straight to Mrs Grubham or Mrs Attwood.

If a matter still requires further attention, it can be brought to Mrs Grubham.

This can be organised through the school office or in collaboration with Mrs Attwood.