

Guidelines for Parental Communication with School from September 2022

When should I contact school?

As soon as you have a concern! If in doubt, please contact us; we would far rather you contacted us for reassurance over something that turns out to be minor than spend time worrying about something.

I know class teachers are very busy. Is it ok to contact them?

Yes, it is absolutely fine to contact a class teacher if you need to. We only ask that you respect the fact that most teachers teach around 200 students and cannot, therefore, realistically enter into a detailed dialogue over a prolonged period of time with individual parents. The vast majority of instances where parents need to contact teachers can be dealt with via a quick email exchange, so feel free to do this in the first instance. Please also note that, we do not expect teachers to reply to messages outside of working hours.

Can't I just contact the Headteacher if I've got a problem?

Yes, you are always welcome to contact the Headteacher if you feel you need to (by emailing the Headteacher's PA, via info@phs.cheshire.sch.uk or calling (01625 871811)). At the same time, parents will appreciate that in many circumstances it may be more appropriate for another member of staff who has a more detailed knowledge of the issue to respond in the first instance.

How quickly can I expect a response to my queries?

Ordinarily, you can expect a response within 2 working days.

How do I know who is the best person to contact?

The table below is intended to help parents with information about who to contact in certain, common scenarios. If you are unsure about who to contact, we recommend you call the main school reception on 01625 871811, where our staff will be able to point you in the right direction.

Is there anything else I should bear in mind?

The only other thing we would say is that we understand that sometimes parents or carers may be frustrated about issues that arise and we will always do our best to solve these. Equally, we would much prefer parents or carers to contact us directly with concerns rather than raise them on social media before we have had the chance to respond.

At the same time, please understand our staff are trying to resolve your concern and therefore any communication that is sent should not be rude, abusive or aggressive. We do not expect staff to respond to inappropriate communication.

Reference Table

Issue	Who to contact	How
Any safeguarding concern	Designated Safeguarding Lead - Miss Holyland Deputy Designated Safeguarding Leads – Mr Bennett Mrs Dempsey Mr Henderson	Via reception 01625 871811 safeguarding@phs.cheshire.sch.uk
Welfare concerns e.g. Friendship issues, cyber bullying	The first point of contact would be the Welfare Lead for your child's year group.	Year 7 Mr A Hunter AHunter@phs.cheshire.sch.uk Year 8&9 Mrs A Riley - ARiley@phs.cheshire.sch.uk Year 10&11 Miss L Hollingsworth - LHollingsworth@phs.cheshire.sch.uk or via studentsupport@phs.cheshire.sch.uk
Concerns about your child's progress in a particular subject	Class teacher initially, but please contact the Director of Learning for the subject team if this does not resolve the issue.	E-mail info@phs.cheshire.sch.uk and in the title please write the name of the teacher concerned.
Concerns about your child's general progress	Director of Learning for your child's year group	Year 7 Mrs A Kennedy AKE@phs.cheshire.sch.uk Year 8 & 9 Mrs E Greenfield EGreenfield@phs.cheshire.sch.uk Year 10 & 11 Miss H Dovey HDovey@phs.cheshire.sch.uk
Information on how to support your child's learning e.g. revision guides	Director of Learning for your child's year group	Year 7 Mrs A Kennedy AKE@phs.cheshire.sch.uk Year 8 & 9 Mrs E Greenfield EGreenfield@phs.cheshire.sch.uk Year 10 & 11 Miss H Dovey HDovey@phs.cheshire.sch.uk
Queries about home learning	Class teacher initially, but please contact the Director of Learning for the subject if this does not resolve the issue.	E-mail info@phs.cheshire.sch.uk and in the title please write the name of the teacher concerned.
Questions about uniform	Welfare Lead	studentsupport@phs.cheshire.sch.uk

		01625871811
Questions about school transport	Director of Business and Operations - Mrs Blackwell	info@pchs.cheshire.sch.uk 01625 871811
Reporting absence or other queries relating to attendance.	Attendance Officer Miss Sharples	absence@pchs.cheshire.sch.uk 01625 871811 and follow the instructions on the recorded message
Information about medical care and support	Welfare Leader	Year 7 Mr A Hunter AHunter@pchs.cheshire.sch.uk Year 8 & 9 Mrs A Riley - ARiley@pchs.cheshire.sch.uk Year 10 & 11 Miss L Hollingsworth - LHollingsworth@pchs.cheshire.sch.uk or via studentsupport@pchs.cheshire.sch.uk
Concern about a member of staff	Miss C Holyland Deputy Head teacher	cjh@pchs.cheshire.sch.uk Via reception 01625 871811
Questions relating to assessment	Assistant Head teacher Miss W Ryder	WRyder@pchs.cheshire.sch.uk Via reception on 01625 871711
Questions relating to the school curriculum	Assistant Head teacher Mrs D Howells	DHowells@pchs.cheshire.sch.uk Via reception 01625 871811
Questions relating to the Sixth Form	Assistant Head teacher Mr A Bennett	ABennett@pchs.cheshire.sch.uk 01625 871811