

Compliments

The acknowledgement and celebration of success undoubtedly plays an important role in the motivation of both staff and students at any school.

We are grateful for any positive feedback that you may have with regard to the work of **all** members of our school community (students, staff, PTA and support services). Feedback can take many forms :-

- A written letter of thanks (often posted on a staff notice board).
- An e-mail (circulated electronically to relevant staff).
- A response in one of our parental surveys (seen by staff, governors and if appropriate, the Student Voice).
- Oral feedback at events or parents' evenings (passed on via staff briefing).
- Written feedback on yearly written reports.

ACHIEVEMENTS

It is always good to hear about your daughter's achievements out of school.

Please keep us informed via e-mail if possible.



'Ile Saint-Martin, Vétheuil, 1880'
by Gemma Jouques
Year 13 Student

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Colchester County High School
for Girls

Communications,
Concerns and
Compliments



Science



LANGUAGE
COLLEGES

Communications

Student Issues (Years 7-9)

Mr G Turner
Assistant Headteacher
(Lower School)

Mrs S Stinson
Pastoral Assistant
(Lower School)

Student Issues (Years 10-13)

Dr S Parrott
Assistant Headteacher
(Upper School)

Mrs S Wallis
Pastoral Assistant
(Upper School)

Whole School Students & Staff

Mrs W Jackson
Deputy Headteacher

Curriculum & Data

Mrs S Moss
Deputy Headteacher

Headteacher
Mrs G Marshall

Concerns

<ul style="list-style-type: none"> Academic/social progress 	<p>Form Tutors are the first point of contact</p> <p>Mr G Turner Mrs S Stinson (Years 7-9)</p> <p>Dr S Parrott Mrs S Wallis (Years 10-13)</p>
<ul style="list-style-type: none"> Bullying by other students 	
<ul style="list-style-type: none"> Health/home life issues 	
<ul style="list-style-type: none"> Homework issues 	
<ul style="list-style-type: none"> Detentions / sanctions 	
<ul style="list-style-type: none"> Parent consultation meetings 	
<ul style="list-style-type: none"> Unfair/perceived unfair treatment of your child 	<ul style="list-style-type: none"> The School Office Mrs L Cummings Attendance Officer
<ul style="list-style-type: none"> Absence 	<ul style="list-style-type: none"> Heads of Subject via the School Office
<ul style="list-style-type: none"> Subject specific issues 	<ul style="list-style-type: none"> Examinations Office Mrs D Jones
<ul style="list-style-type: none"> Examination entries 	<ul style="list-style-type: none"> Dr S Parrott
<ul style="list-style-type: none"> Higher Education information 	<ul style="list-style-type: none"> Relevant Head of Department/Trip Leader
<ul style="list-style-type: none"> School trip queries 	<ul style="list-style-type: none"> Mr G Turner Mrs W Jackson
<ul style="list-style-type: none"> Safeguarding & Child Protection 	<ul style="list-style-type: none"> The School Office
<ul style="list-style-type: none"> Missing Property 	<ul style="list-style-type: none"> Mrs G Marshall Headteacher
<ul style="list-style-type: none"> Serious allegations about a member of staff 	

How we deal with your concerns

Contact with the relevant member of staff may be by telephone, letter or e-mail. We will always try to acknowledge your communication within 24 hours and respond as soon as possible thereafter.

We are confident that our current procedures are sufficient and that we can alleviate any concerns you may have. Please be aware, however, that comprehensive solutions often require adequate information to be gathered. This inevitably requires time to gather the necessary statements/paperwork. We would therefore try to dissuade parents from arriving at the school without an appointment as the person they wish to see may be unavailable or may not have the appropriate information to hand.

We would always hope that we would have the opportunity to resolve parental concerns. If, however, having followed each stage of our procedures, you are still not satisfied then please contact the Headteacher in writing.

A copy of our Concerns & Complaints Policy is available on our website www.cchsg.com under School Documents - Policies.

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