

## 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 Parent Consultation 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.



by Rebecca Wood  
Year 11 Student 2016 –2017

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Colchester County High School  
for Girls

## Communications, Concerns and Compliments



Science



LANGUAGE  
COLLEGES

# Communications

01206 576973  
office@colchestergirls.essex.sch.uk

## Student Issues

### Year 7

Mr G Hughes  
Year Leader & SENCO

### Year 8-9

Miss E Cant  
Year Leader

Mrs S Stinson  
Pastoral Assistant  
Year 7-9

## Student Issues

### Year 10-11

Mrs D Frost  
Assistant Headteacher

Pastoral Assistant  
Mrs J Joslin

### Year 12-13

Dr S Parrott  
Assistant Headteacher  
(Head of Sixth Form)

Pastoral Assistant  
Mrs H Keane

## Whole School Students & Staff

Mrs W Jackson  
Deputy Headteacher

## Curriculum & Data

Mrs S Moss  
Deputy Headteacher

## Headteacher

Mrs G Marshall

A Weekly Bulletin is sent out to all parents via email.  
The enewsletter is published on our website periodically.  
Term dates, policies and other information is available on the website [www.cchsg.com](http://www.cchsg.com)

# Concerns

<ul style="list-style-type: none"> <li>Academic/social progress</li> </ul>	<b>Form Tutors are the first point of contact</b>  Mr G Hughes (Year 7) Miss E Cant (Year 8-9) Mrs S Stinson (Year 7-9)  Mrs D Frost Mrs J Joslin (Year 10-11)  Dr S Parrott Mrs H Keane (Year 12-13)
<ul style="list-style-type: none"> <li>Bullying by other students</li> </ul>	
<ul style="list-style-type: none"> <li>Health/home life issues</li> </ul>	
<ul style="list-style-type: none"> <li>Homework issues</li> </ul>	
<ul style="list-style-type: none"> <li>Detentions/sanctions</li> </ul>	
<ul style="list-style-type: none"> <li>Parent consultation meetings</li> </ul>	
<ul style="list-style-type: none"> <li>Unfair/perceived unfair treatment of your child</li> </ul>	
<ul style="list-style-type: none"> <li>Absence</li> </ul>	<ul style="list-style-type: none"> <li>The School Office</li> <li>Mrs L Cummings Attendance Officer</li> </ul>
<ul style="list-style-type: none"> <li>Subject specific issues</li> </ul>	<ul style="list-style-type: none"> <li>Heads of Subject via the School Office or via email</li> </ul>
<ul style="list-style-type: none"> <li>Examination entries</li> </ul>	<ul style="list-style-type: none"> <li>Examinations Office Mrs C Rogers</li> </ul>
<ul style="list-style-type: none"> <li>Higher Education information/Careers</li> </ul>	<ul style="list-style-type: none"> <li>Dr S Parrott</li> <li>Mrs H Keane</li> </ul>
<ul style="list-style-type: none"> <li>School trip queries</li> </ul>	<ul style="list-style-type: none"> <li>Relevant Head of Department/Trip Leader</li> </ul>
<ul style="list-style-type: none"> <li>Special Educational Needs</li> </ul>	<ul style="list-style-type: none"> <li>Mr G Hughes</li> </ul>
<ul style="list-style-type: none"> <li>Safeguarding &amp; Child Protection</li> </ul>	<ul style="list-style-type: none"> <li>Mrs W Jackson</li> <li>Dr S Parrott</li> </ul>
<ul style="list-style-type: none"> <li>Missing Property</li> </ul>	<ul style="list-style-type: none"> <li>Reception</li> </ul>
<ul style="list-style-type: none"> <li>Serious allegations about a member of staff</li> </ul>	<ul style="list-style-type: none"> <li>Mrs G Marshall Headteacher</li> </ul>

## 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](http://www.cchsg.com) under School - Key Documents - Policies.

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