

## Upper Shirley High Communication and Complaint Flowchart

*If you wish to make contact with the school please use the flowchart below to direct your communication to the right person. All staff email addresses are found on our school website at [www.uppershirleyhigh.org](http://www.uppershirleyhigh.org)*

STAGE ONE			
Nature of communication / concern / complaint			
(Recommended Procedure for Parents)			
A Pastoral concern	A Curriculum concern	Staffing complaint	Operational/Communication concern
↓	↓	↓	↓
Contact tutor	Class teacher	Subject Leader/ Department Line Manager	School Business Manager
↓	↓	↓	↓
Head of Year	Subject Leader	SLT Line Manager	<b>(Stage 2)</b> Headteacher
↓	↓	↓	
SLT Link to Year Group	SLT Line Manager (see table below)	<b>(Stage 2)</b> Headteacher	
↓	↓		
<b>(Stage 2)</b> Headteacher	<b>(Stage 2)</b> Headteacher		

See our Complaints Policy and Staged Approach to Handling Complaints for details of Stage 3, 4 & 5.

Governing Body	
Mr John Barfoot	Chair of Governors
Contact via Katie Samways (Clerk to the Governing Body) <a href="mailto:Katie.Samways@ushschool.org">Katie.Samways@ushschool.org</a>	