

Compliments

The acknowledgement and celebration of success 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 email (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 our students' achievements out of school.

Please keep us informed via email to the relevant Year Leader.



By Year 7 student 2017 – 2018

Colchester County High School for Girls
Norman Way
Colchester
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CO3 3US

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Email: office@cchsg.com
Website: www.cchsg.com

Colchester County High School
for Girls

Communications,
Concerns and
Compliments



Communications

01206 576973
office@cchsg.com

Student Issues

Year 7

Mr G Hughes
Year Leader & SENCO

Year 8

Mrs S Stinson
Year Leader

Pastoral Assistant Year 7-8
Mrs S Stinson

Student Issues

Year 9

Mr M Holdsworth
Year Leader

Year 10-11

Mrs K Daniels
Assistant Head of Upper
School

Pastoral Assistant Year 9-11
Mrs J Joslin

Year 12-13

Mr D Gosling
Head of Upper School
(with responsibility for Year12-13)

Pastoral Assistant Sixth Form
Mrs H Keane

Whole School Pastoral or Staff Issues

Mrs W Jackson
Associate to the Principal

Curriculum & Data

Dr S Parrott
Vice Principal

Teaching & Learning

Mrs D Frost
Vice Principal

Executive Principal

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 are available on the website www.cchsg.com

Concerns

• Academic/social progress	Form Tutors are the first point of contact	
• Bullying by other students		
• Health/home life issues		
• Homework issues		
• Detentions/sanctions		
• Parent consultation meetings		
• Unfair/perceived unfair treatment of your child	Then Year Leaders or Pastoral Assistants	
• Absence		• The School Office Attendance Officer
• Subject specific issues		• Heads of Subject via the School Office or via email
• Examination entries		• Examinations Office Mrs S Mandal
• Higher Education Information/Careers Lead		• Mr D Gosling
• School trip queries		• Relevant Head of Department/Trip Leader
• Special Educational Needs		• Mr G Hughes
• Safeguarding & Child Protection		• Mrs W Jackson Dr S Parrott Mrs D Frost Mr D Gosling
• Missing Property		• Reception
• Serious allegations about a member of staff		• Mrs G Marshall

How we deal with your concerns

Contact with the relevant member of staff may be by telephone, letter or email. 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 Executive Principal in writing.

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

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