



<i>Policy/Procedure Title</i>	<i>Parent Appointments Procedure</i>
<i>Policy Owner</i>	<i>Headteacher</i>
<i>Link Governor (if any)</i>	
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<i>Other Related Policies (if any)</i>	<i>Associated with Safeguarding and Child Protection Policy and Complaints Procedure Statement</i>

Parent Appointments Procedure

Contents

Aim
Expectations
Lines of Communication

1. Aim

1.0 UTC Cambridge is committed to ensuring the highest levels of communication and partnership with our parents through the pastoral system, publications, regular opportunities for face-to-face communication and the Home-UTC Cambridge Agreement.

1.1 This procedure will apply to parent appointments for any matter regarding UTC Cambridge.

1.2 This policy aims to ensure that parents are fully aware of UTC Cambridge expectations in relation to appointments and to ensure Safeguarding compliance.

2. Expectations

2.0 Parents will follow the lines of communication for any comments, compliments, concerns or complaints or general questions regarding their child as stated below. They will take their communications to the first appointed member of a line of communication, which will then be forwarded up the line of communication by the member of staff in question, where it is deemed appropriate based on that member of staff's professional judgment and responsibilities.

2.1 With regards to parents visiting UTC Cambridge to discuss any issue, parents will schedule an appointment time with the individual in question they wish to address with an issue. UTC Cambridge withholds the right to refuse parents access onto the site to discuss issues when prior appointment has not been made.

2.2 Once a parent has had communication with a member of staff on a particular subject, further communication should be with that same member of staff rather than returning to the start of a line of communication. However for a new issue please refer to the start of a line of communication, unless otherwise stated by a member of staff in question.

3. Lines of Communication

3.1 Curriculum - Any communication in line with the curriculum, for GCSE, BTEC, A-level, Challenge Project or any other qualification will be referred at first to the classroom teacher, who will then where appropriate refer to the head of a subject, then finally to the Deputy Principal.

3.2 Pastoral - Any pastoral issues regarding a student that are not deemed a safeguarding issue be referred at first to the student's tutor, who will then where appropriate be referred onto the student's Head of Pastoral Care and then onto the Director of Student Progress.

3.3 Safeguarding - Any safeguarding issues regarding a child that a parent has observed is referred to the UTC Cambridge Lead designated safeguarding officer.

3.4 Special Educational Needs and Difficulties (SEND) - Any SEND issues regarding a student at UTC Cambridge should be referred at first to the Head of SEND Provision who will then refer onto the Special Educational Needs Coordinator (SENCo). Any issues regarding a prospective, transitioning or applying student regarding SEND may be passed directly onto the SENCo.

3.5 Regarding business operations, any catering, media or building related issues should be referred to the Business Manager. All finance and transport related issues should be referred to the Finance Coordinator, who refers to the Business Manager if necessary. IT issues should be referred to the Lead IT Technician, who will then refer onto the Business Manager if necessary. Finally all issues regarding trips out of school should be referred onto the trip leader, who will then refer to the Educational Visits Officer in charge of trip organisation and safety (Colin Bashford), who will then where appropriate refer onto the Director of STEM

3.6 Any issues regarding attendance should be referred to the Student Services Attendance Officer. Who will then refer to the Head of Pastoral Care and then onto the Director of Student Progress where appropriate.

3.7 Any concerns regarding student behavior should be referred to the student's tutor. Who will then refer to the Head of Pastoral Care who will then refer onto the Director of Student Progress when appropriate.

3.8 Any concerns which then develop into a complaint regarding a member of staff at UTC Cambridge should be referred to Human Resources Manager, in line with UTCC Complaints Procedure Statement, who will then refer to the Headteacher.

3.10 Any issues regarding communications should be referred to the Headteacher's PA, who will then refer onto the Headteacher.