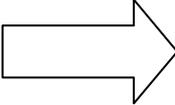
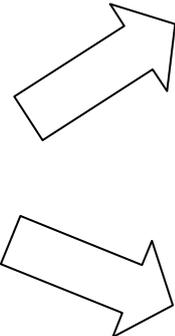


Parents' Guide to Contacting the West Moors Middle School

If the matter is urgent please come into school, or telephone, and we will do our very best to provide immediate help.

If the matter is not urgent please follow this step by step guide:

<p>Step 1</p>	<p>Decide <u>who</u> is the best person to contact.</p> 	<p>If you wish to discuss an issue about your child you need to speak with your child's form tutor (class teacher).</p> <p>If you wish to discuss a piece of work or homework you need to speak with the teacher who set the work.</p>
<p>Step 2</p>	<p>Arranging to speak with the teacher.</p> 	<p>Telephone the School Office on 01202 872474.</p> <p>If you call before 8 am or after 4:15pm an answer phone will take the call. Please note it takes at least one minute for this service to operate.</p> <p>OR</p> <p>Email: office@westmoorsmid.dorset.sch.uk</p> <p>Please ask for an appointment to speak with the relevant teacher. Please specify whether you would prefer a telephone appointment or a meeting.</p>
<p>Step 3</p>	<p>A member of the office staff will contact the teacher and contact you within 24 hours to tell you the time of your appointment. The school aims for the appointment to be within 3 working days of the request.</p>	

What should I do if the issue is still not resolved?

In nearly all cases meeting with the form tutor or subject teacher resolves the issue, however if you need further assistance please contact your child's Key Stage Leader.

<p>If your child is in Yr5 or Yr6 (Key Stage 2)</p> <p>Please request an appointment to see Mr J Dover (Deputy Headteacher)</p>	<p>If your child is in Yr7 or Yr8 (Key Stage 3)</p> <p>Please request an appointment to see Mr J Rielly (Headteacher)</p>
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Please note that the headteacher is kept informed of matters and will become involved as necessary.

We have found that notes/letters sent in with children do not always make it to the teacher! Therefore we prefer telephone/email contact. If this is not possible please deliver letters to the school office where they can be logged and we can ensure that they dealt with correctly.

Many thanks