



Who do I ask? – COVID issue, December 2020

School is complex! We hope that this document will help you to navigate through the communication channels. If in doubt ask any member of staff and they will signpost you to the right person. School office number – 01235 831368

Email – office.3260@st-blaise.oxon.sch.uk (Mon- Wed) Caroline Bradbury
admin.3260@st-blaise.oxon.sch.uk (Wed- Fri) – Katy McManus

The majority of our policies, information and dates are on the school website
<https://www.st-blaise.oxon.sch.uk>

Generally, the order of seniority and who to ask:

- Class teacher/office staff
- Mrs Leach
- If Mrs Leach is not in school: if it is urgent, Mrs Kirkham will deputise, if she is not available either, Mrs Green is the senior teacher.
- The chair of Governors, Mark Smith, may also be contacted.

Question about...	Who and how?	What if I have a concern
Dinner money/information Uniform Milk or fruit Clubs/dates Minibus Paying for trips & visits	Office staff Mrs Bradbury: Monday- Wednesday Mrs McManus: Wednesday - Friday Money is mainly paid online – we are a cashless office.	Mrs Bradbury and Mrs Leach will be able to sort out issues and concerns.
Attendance: absence on the day	Office staff: leave a message on the answer phone or ring after 8am.	Please keep ringing or send a message with another parent – we will ring you if we haven't heard from you.
Attendance: holiday in term time	You must have a face to face meeting with Mrs Leach	If you do not agree with the decision please contact Mark Smith, Chair of Governors.
Learning and Assessment SEN action plans Homework Friendships Behaviour within classes and low-level playground incidents and minor accidents	Class teachers are available after school on the playground. It is very difficult for teachers to see parents before school. You are always welcome to make an appointment, which we will endeavour to fulfil within 48 hours.	If you feel that the matter has not been dealt with to your satisfaction, please contact Mrs Leach. To take matters further please contact Mark Smith, Chair of Governors. (In the event of an exclusion, which only the Head may take and Mrs Leach is unavailable, Mrs Kirkham will contact the Head of St Michael's).

Special Educational Needs (SEND) matters including accessing other agencies Additional information re support	Rachel Darby: HLTA and SENCO assistant Mrs Leach: SENCO	If you feel that the matter has not been dealt with to your satisfaction, please contact Mrs Fiona Morgan, SEND governor. To take matters further please contact Mark Smith, Chair of Governors.
Sports and PE matters	If it is a problem relating to a single lesson/incident please speak to the class teacher	Rachel Darby and Mrs Leach are joint co-ordinators and will be able to address any on-going concerns.
Issues with staff	We would hope you are always able to raise a concern with the staff member concerned – if not, or the issue is unresolved, please contact Mrs Leach.	If Mrs Leach does not satisfy your enquiry/complaint, then please follow the complaints procedure https://www.st-blaise.oxon.sch.uk/wp-content/uploads/2018/03/Complaints-Policy-Sep-14.pdf
For any concerns relating to safeguarding including e-safety Prevent / Radicalisation GDPR	Mrs Leach is the lead Designated Safeguarding Lead (DSL) Mrs Green and Mrs Kirkham are also DSLs	If you are worried about a child or children and it is out of hours, please phone the Oxfordshire MASH team – 03450507666 or the NSPCC - 0808 800 5000 Fiona Morgan is the safeguarding governor and can be contacted if you are not satisfied.
For any concerns relating to Health and Safety issues	Caroline Burgess or any member of office staff	Mrs Leach and/or Chair of Governors, Mark Smith
Matters concerning the building project	Email Mrs Leach who will discuss with the builders.	If unresolved please contact Mark Smith, Chair of Governors
Matters concerning COVID	An immediate safety-threatening situation, please phone the office who will contact Mrs Leach (Mrs Kirkham/ Mrs Green in her absence) Or, out of hours, please contact Mrs Leach via email	Latest guidance - https://www.gov.uk/government/collections/guidance-for-schools-coronavirus-covid-19

Contact details	Email	Telephone
Office Mrs Bradbury	office.3260@st-blaise.oxon.sch.uk	Via Office 01235 831368
Office Mrs McManus	admin.3260@st-blaise.oxon.sch.uk	
Teachers	Oak oak.3260@st-blaise.oxon.sch.uk	
	Poplar poplar.3260@st-blaise.oxon.sch.uk	
	Willow willow.3260@st-blaise.oxon.sch.uk	
	Maple maple.3260@st-blaise.oxon.sch.uk	
Mrs Ruth Leach	headteacher.3260@st-blaise.oxon.sch.uk	
Mr Mark Smith Chair of Governors	Please contact the office for details	