



Aspire & Challenge

# COMMUNICATION FLOWCHART

PHASE ONE

## I have a **general enquiry**

If you have a question about your child's progress, their education, or a general question about the school:

Please contact your child's Form Tutor or Subject Teacher.

Your question will be answered as soon as possible.



Contact Us

If you feel your question has not been answered

PHASE TWO

Please contact your child's Raising Standards Leader

They aim to respond to you within



Year 7: Fiona Lane

Year 8: Rachel Mills

Year 9: Chris Painter

Year 10: Amna Qureshi

Year 11: Alison Beel

Head of Sixth Form: Samantha Moore

If you feel your question has not been answered

PHASE THREE

## PARENT FORUM GUARANTEE

After following these stages, if you feel your query has not been answered you should complete our Parent Forum Guarantee.

This gives all parents the right to talk with our Headteacher within



and a further meeting, if needed, within the following



Call 01487 812352 or email [office@abbeycollege.cambs.sch.uk](mailto:office@abbeycollege.cambs.sch.uk) stating 'Parent Forum Guarantee'

## I have a **specific enquiry**

For enquiries relating to pastoral, finance, attendance, welfare, SEND and IT please contact the teams directly

### STUDENT SUPPORT

[studentsupport@abbeycollege.cambs.sch.uk](mailto:studentsupport@abbeycollege.cambs.sch.uk)

### FREE SCHOOL MEALS

[welfare@abbeycollege.cambs.sch.uk](mailto:welfare@abbeycollege.cambs.sch.uk)

### ATTENDANCE & ABSENCES

Call 01487 812352

Or Email

[attendance@abbeycollege.cambs.sch.uk](mailto:attendance@abbeycollege.cambs.sch.uk)

(before 8.40am each day)

### WELFARE & WELLBEING

[welfare@abbeycollege.cambs.sch.uk](mailto:welfare@abbeycollege.cambs.sch.uk)

### SEND

SENCO:

[jessica.davey@abbeycollege.cambs.sch.uk](mailto:jessica.davey@abbeycollege.cambs.sch.uk)

### IT

EduLink App:

[IT@meridiantrust.co.uk](mailto:IT@meridiantrust.co.uk)

ParentPay:

[parentpaysupport@abbeycollege.cambs.sch.uk](mailto:parentpaysupport@abbeycollege.cambs.sch.uk)

General:

[IT@meridiantrust.co.uk](mailto:IT@meridiantrust.co.uk) or 0300 666 0300

If you feel your question has not been answered

## I have a **concern**

### INFORMAL CONCERN

Let us know you have a concern or complaint

Email: [office@abbeycollege.cambs.sch.uk](mailto:office@abbeycollege.cambs.sch.uk)

Phone: 01487 812352

Letter: Katie Dodsley, Abbey College,  
Abbey Road, Ramsey PE26 1DG

We will respond within



We expect to resolve the matter with you within 3 school days after our initial response.

If you feel that the issue has not been resolved

### OFFICIAL COMPLAINT

If you feel the matter has not been resolved, you should make an official complaint in writing to the Complaints Co-Ordinator:

Email:

[office@abbeycollege.cambs.sch.uk](mailto:office@abbeycollege.cambs.sch.uk)

Letter:

Katie Dodsley, Abbey College,  
Abbey Road, Ramsey PE26 1DG

If you feel that the issue has not been resolved

### FORMAL COMPLAINT

If you still feel the issue has not been resolved, you should follow our Formal Complaints Procedure.

We will provide a copy of this and it can be found on our website:  
[www.abbeycollege.cambs.sch.uk](http://www.abbeycollege.cambs.sch.uk)  
(Statutory Information section)