



Communications structure Priority Points of Contact

All visitors to the Academy are requested to abide by the Visitors' Code of Conduct at all times.

Visiting the Academy

Parents and Carers are asked to make contact via email
E: enquiries@sblacademy.org.uk or telephone T: 0117 456 5900.

Sometimes parents and carers may be asked to speak to a different member of staff who is better placed to deal with the issue raised, rather than the original member of staff requested.

Main Reception

The main telephone number for the Academy is 0117 4565900. This will be answered between 8.30am and 3.50pm Monday to Friday (there is an answerphone to leave a message outside of these times) If you are dropping something off for your child, or collecting your child for medical appointments or if they are unwell please ring the buzzer located on the pedestrian gate (by the sports centre) to speak with reception. Main Reception is open from Monday-Friday 8.00am-4.00pm.

Child protection and safeguarding

If you have a child protection or safeguarding concern, please contact Mr Lyle, Safeguarding Lead on 0117 456 5900.

Student welfare and inclusion

Form Tutor: Please refer any issues regarding welfare to your child's tutor in the first instance. They can be contacted via the main school number (0117 4565 900). They will aim to contact you within 48 hours, however, please be aware that tutors are generally full time teachers and are unlikely to be able to call back during the school day.

Pastoral Support Team

Deputy Heads of House: Should be contacted if working specifically with your child.

Heads of House: Can be contacted if your child's tutor has been unable to resolve your issue.

YEAR 7

Head of Year 7: Mr Shiells

Deputy Head of Year 7: Miss White

ATLAS

Head of House: Mr Davey

Deputy Head of House: Mrs Newbury

CALLISTO

Head of House: Mrs Vittles

Deputy Head of House: Mr Winchester

EUROPA

Head of House: Mr Fuller

Deputy Head of House: Mrs Jones-White & Mrs Noad-Bond

TITAN

House Leader: Miss Munns

House Leader: Mrs Baker

SEND: If your query is regarding your child's special educational needs, then you will need to contact our SENDCo Miss Connor or Assistant SENDCO Mrs Watts on 0117 456 5900.

Attendance: for anything attendance related please contact Miss Appleby on 0117 456 5900 or absence@sblacademy.org.uk

Curriculum Issues

This team is co-ordinated by Mr White, Deputy Headteacher.

In the first instance, with any curriculum/subject concerns or questions, please contact your child's teacher for that subject on 0117 4565900. They will aim to respond to you within 48 hours. (Please note: the Pastoral Support Team will be

unable to provide you with the appropriate response to a curriculum issue, so please contact your child's teacher).

More urgent or serious concerns will be escalated by your child's teacher to the Curriculum Team Leader for that subject. If you have a complaint regarding a subject or curriculum area, please contact the relevant Curriculum Team Leader on 0117 456 5900

- **English:** Dr Condon
- **Maths:** Mr Rossiter
- **Science:** Mrs Radford-Cole
- **Geography:** Mrs Ward
- **History:** Mrs Ward
- **Values & Beliefs:** Mrs Ward
- **Modern Foreign Languages:** Mrs Samarasinghe
- **Art, Drama, Music and Photography:** Mr Alderson
- **Technology:** Miss Shand
- **PE:** Mr Johnson
- **ICT:** Mr Oakley
- **Social Sciences:** Miss Hall

Examinations, work experience and careers guidance

Examinations, work experience and careers guidance: Please contact our Examinations Officer, Ms Murray on 0117 4565900 with any exam queries.

Post-16

Please contact Mrs Collins or Mrs Read on 0117 456 5900.

Email

If you wish to contact a member of staff via email, please send your message to enquiries@sblacademy.org.uk and it will be forwarded to the relevant member of staff and we will aim to respond within two school days.

Please ensure that all communication, verbal or written, is appropriate. Your behaviour as a role model to your child is vital in us maintaining a positive relationship with them in school. Please bear this in mind when talking to staff at the Academy, either on the phone or in person. We will not tolerate aggressive or abusive behaviour or language.