



## Who Do I Contact at Hove Learning Federation?

### Office Staff

The Office Staff will be able to answer most queries about the general day-to-day running of the school i.e. payments, letters, club information and general school enquiries. The office staff will also pass messages on to other staff members.

### Class Teacher

The Class Teacher will be the first person to speak to in the case of a class-based issue or enquiry that the office is unable to answer, such as friendship issues or academic achievement. The majority of issues can be sorted out at this stage.

### Year Leader

For any issue that is more serious in nature or relates specifically to the year group (e.g. curriculum, organisation, year group expectations), please speak to the year group leader.

### Deputy /Head of School

When an issue is such that it demands the attention of a senior member of the Leadership Team please speak to the Deputy or Head of School on your site.

### Executive Headteacher

There may be occasions when an issue is serious enough for it to be brought to the attention of the Executive Headteacher. In this instance, the issue will be referred up by the Deputy or Head of School.

### Chair of Governors

Our policy states that should any person not be satisfied with the Executive Headteacher's response they should address their concerns to the Chair of Governors. They will acknowledge the complaint within 5 working days and arrange for a panel of governors to be formed to hear the complaint.

If your issue relates to Special Educational Needs or Additional Needs, the Inclusion Managers will be the people to contact.

**Inclusion  
Manager**