

Our staff are happy to meet with parents for an agreed pre-arranged meeting.

To avoid a wasted journey, please arrange meetings with staff in advance, since our teaching staff spend most if not all of the day teaching and are unable to meet with parents without an appointment.

Our staff have the right to work without fear of abuse or rudeness, please treat everyone with courtesy and respect. Thank you.

### **SIMS In Touch**

This is the system we have adopted to enable us to contact parents and students by email or text message. This will deliver messages more reliably and at the same time save money for the school. The information that can be sent to you includes such items as the Head's Newsletter, dates of INSET, school holidays, parent consultation evenings and letters about trips, important College events and emergency information such as school closures, etc. You will have the opportunity to take advantage of the text message facility, even if you do not have access to email.

It is therefore important that we have the correct contact details for you at the College. Please contact us via [office@oakmeeds.co.uk](mailto:office@oakmeeds.co.uk) so we can pick up your e-mail address.

### **Parent Hotline**

Parent Hotline is a service developed in consultation with the National Confederation of PTAs and the National Association of Head Teachers. It is designed to help keep parents fully informed during school trips, and also to communicate general information or emergency messages, which would include extreme weather conditions.

Parent Hotline Number:  
**08447 70 75 76**

Our School ID is: **65536**

Can we please remind parents again that should the College be closed due to adverse weather conditions that the closure would be announced in the following ways:

- Parent Hotline. We have a "one number" telephone service – the Parent Hotline 08447 70 75 76 Our School ID : 65536
- On the following local radio stations: Heart FM 102.4 & 103.5 and Bright FM 106.4
- On the College Website [www.oakmeeds.co.uk](http://www.oakmeeds.co.uk)

Please do not use the College telephone number without having checked the above methods of communication first.



Oakmeeds Community College

## **Communication with the College**

### **A Guide for Parents**



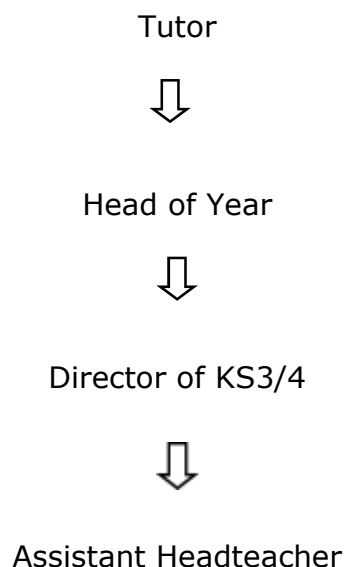
Oakmeeds Community College  
Station Road  
Burgess Hill  
Sussex  
RH15 9EA

Tel: 01444 241691 Fax: 01444 235261  
office@oakmeeds.co.uk  
www.oakmeeds.co.uk  
Parent Hotline call: 08447 70 75 76  
Our School ID is 65536

## PASTORAL ISSUES

For communication regarding pastoral issues e.g. uniform, attendance etc.

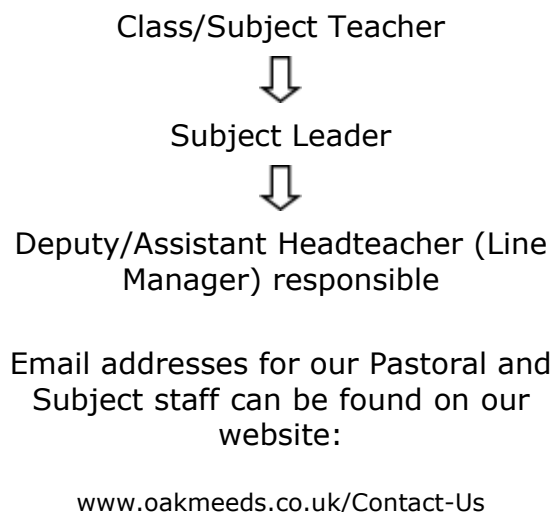
Initially, please discuss any concerns with your child's tutor and if an issue remains unresolved follow the steps shown below:



## SUBJECT ISSUES

For communication regarding subject based issues. e.g. progress, achievement, homework etc.

Initially, please discuss any concerns with your child's subject teacher and if an issue remains unresolved follow the steps shown below:



Please allow two working days for a reply, due to teaching commitments. If you have waited for a response from a member of our staff and feel that either the response has been untimely, or you are concerned that your communication may not have been received, please contact the Head's PA on 01444 241691 or email [office@oakmeeds.co.uk](mailto:office@oakmeeds.co.uk)

## BUILDING ISSUES

The College Business Manager deals with issues related to the College buildings, health and safety, Cafe Oakmeeds and Finance. Please direct any concerns directly to Miss P Brown, Business Manager Tel 01444 251707 or email [pbrown@oakmeeds.co.uk](mailto:pbrown@oakmeeds.co.uk).

## COMPLAINTS REGARDING STAFF AT THE COLLEGE

Please direct any complaints regarding the conduct of a member of staff at the College in writing to Mr C. J. Taylor, Headteacher at the College.

## COLLEGE GOVERNORS

To communicate with the College Governors, please either email via the link on the Governors page of the website:

[www.oakmeeds.co.uk](http://www.oakmeeds.co.uk) or in writing addressed to the Chair of Governors c/o the College