Kings Academy Ringmer Student/Parent Guidance for Common concerns

Please use this as a guide to help signpost you to the correct staff member/ process to our most common concerns/questions.

Friendship Issues

Parents or Student to speak with **Tutor**

Tutor offer support and suggest ways to rebuild friendship

Student to try rebuild friendship or move away from that friendship

Timetable/Lesson Concerns

Parents or Student to speak with **Tutor**

Tutor will discuss your issues with KSPL @ fortnightly meeting

KSPL will look into requests and suggest way forward for each case. This might be:

- Seating plan adjustments
- Classroom teacher is made aware of issues
- Pastoral involved to help resolve friendship concerns.

If serious concerns are raised: Tutor will speak to KSPL the same day

KSPL will liaise with SLT and put forward a new solution if one is available.

Uniform Concerns

Parents or Student to speak with **Tutor**

Tutor to forward on the uniform issue to relevant staff & let parent know this has been passed on.

Student provided with correct uniform if required. Resolution with home agreed for uniform issues

Student Refusing: If a student refuses to follow the rules by choice they will be spoken to by KSPL and potentially be in inclusion until they conform to the uniform policy

Common Everyday Concerns:

Locker Issues - Speak with your Tutor or directly to Finance

Lunch Pin issues - Speak to your tutor or ICT Helpdesk

Bus times or issues - Reception (they can then signpost)

First Aid - Reception

Reporting unkind behaviour - Tutor or Pastoral Hub in the Clarke Block.
Staff in High vis if during unstructured times

Bullying or Unkind Behaviours

Parents or Student to speak with **Tutor**

Tutor will offer suppor t:
- speak with your classroom teacher
- possibly speak to other students involved
- likely contact home to make them aware/discuss

Tutor lets KSPL aware. No further action for now.

Student to keep Tutor informed on how things are going everyday. Let tutor know if things continue straight away

Things get better: Tutor let KSPL & home know things are going and monitor with daily check in during tutor

Continued bullying: Tutor pass straight to KSPL/Pastoral Team to escalate

Behaviour Points/Detention Queries

Parents or Student to speak with **Tutor**

Tutor to provide reason for behaviour point or detention via comments on Edulink

Tutor pass on to KSPL if required and KSPL to make contact with home

If issue still persist passed on to Assistant Principle of Behaviour

Student to attend detention

Depending on the reason for behaviour concern sometimes a restorative meeting will be held with the student and classroom teacher before their next lesson.

Mental Health Concerns

Parents or Student to speak with **Tutor**

Tutor will contact KSPL/Pastoral to raise awareness and to set up support for student.

Pastoral team will put in support interventions that are required:
-LSU interventions
- Counselling
- MHEW Practitioner
- External support
-Parent meeting with Pastoral staff

Outside of school interactions/social media/messaging???

If your child is feeling threatened and being targeted outside of school you should contact the Police 101

Indecent imagery/behaviours

Via the DSL team

Subject Specific Concerns:

Seating plan Questions - Contact your Subject Teacher

Equipment Questions/Issues - Contact your Subject Teacher

Trip Information

Finance/ Trip Leader

Illness or Appointments

Telephone Reception
01273 812220

This includes injuries and risk assessments.

SEND/additional needs Concerns

Contact the schools SENCO:
dhena.malik@kingsacadies.uk

ICT Issues (incl. Edulink)

Contact the schools ICT support team:
ringmer.helpdesk@kingsacademies.uk

Persistent Absence

Telephone Reception
01273 812220
They will refer you to our attendance officer and let KSPL know

Parent Pay

Contact the finance department:
ringmer.finance@kingsacademies.uk