



Belleville Wix Academy

Communication Information

The best for every child, every day.

At Belleville Wix Academy, we aim for effective communication between home and school. We hope that the chart below will be useful in directing you towards the best person to help you with your query.

Teaching staff are available at the end of the day for any quick queries. Should your query require a more detailed response, or you would like to arrange a meeting, it is best to make an appointment with the relevant member of staff personally, or via the school office.

TYPE OF QUERY	MEMBER OF STAFF TO CONTACT
Safeguarding/Child Protection	Mrs Hatcher in the first instance, followed by another member of the leadership team. (Phase Leads or Miss Henry) Every member of staff is responsible for safeguarding so please do share any concerns with any member of our staff.
Any issues relating to your child	Class Teacher in the first instance.
If you do not feel the issue has been resolved or you need more advice.	Stage 1 – Senior leader for the Phase – as below • EYFS (Nur & Rec) - Mr Armstrong • Year 1 & 2 – Mrs Francis • Year 3, 4, 5 & 6 – Miss Townsend Stage 2 – Miss Henry
Any issues relating to other children	Class Teacher or Senior leader for the Phase – as above
Bilingual stream	1. Class Teacher 2. Mrs Osuntokun (for pupils registered with BWA) Or Mr Ventelou (for pupils registered with EdW)
Inclusion/Special Educational Needs	Mrs Hatcher
Whole School Pupil Enquiries	Miss Henry or Mrs O'Keefe
Admissions	Miss Holt
Payments/Finance	Miss Holt
Complaints (Please refer to our Concerns and Complaints Policy on the school website)	• Stage 1 – Class Teacher • Stage 2 – Senior leader for the Phase – as above • Stage 3 – Miss Henry • Stage 4 – Chair of the Local Governing Board • Stage 5 – Chair of the Trustees
CONTACT DETAILS	Phone: 0207 228 3055 Email: admin@bellevillewix.q1e.org.uk