



Who do I contact if I have a query or concern?

Is your concern related to SEND/LAC/PP?

Yes

No

Contact the SENDCO via email or telephone (SEND/LAC)

Contact your House Manager via email or telephone (PP/LAC)

What is the nature of your query/concern?

Reporting a child's absence or appointment

I've come to collect my child and am waiting in the car park

Missed a call from school

Query re behaviour or detentions issued

Student support and wellbeing

Safeguarding and multi-agency support

I would like to speak to my child's class teacher

Query regarding homework

My child is under achieving in a number of subjects

General enquiry

Leaving the school due to relocation or other reasons

Issues with IT systems (i.e. Class Charts, School Gateway)

Call 0116 271 4941 and select Option 1, where you can leave a message or email/contact us via the School Gateway App.

Please do not call to speak to reception as they do not manage absences.

Reception are unable to send students out to the car park. When collecting your child, you must come to reception in person.

Please ensure your child knows to come to reception at the relevant time.

Listen to your voicemail for caller details. If no message has been left, please email us, as reception will need to investigate who called before they are able to help

Email your child's tutor (trusted adult).
Teachers can only be contacted by email during the day.

Email your child's tutor (trusted adult) or, for more urgent queries, their House Manager.

Email the Operational Safeguarding Lead.

Email your child's teacher directly or, if unsure of who they are, email their tutor who will be happy to help.
Teachers can only be contacted by email during the day.

If urgent, phone reception on 0116 271 4941.

If not urgent, please email admin@manorhigh.leics.sch.uk

Please email admin@manorhigh.leics.sch.uk and your query will be forwarded to the relevant department

Contact details for staff can be found at:

<https://www.manorhigh.leics.sch.uk/contact-us>

General queries can be sent to:

admin@manorhigh.leics.sch.uk