

Contact with Plymstock School

Who should I contact?

Please send your email to just one address or individual. Contacting multiple staff on an issue at the same time blurs lines of accountability and can make it less clear who the intended recipient is thus slowing down the response. Feel free to copy (cc) others in, for information.

If you have a query or need to pass on information specifically regarding either **safeguarding or attendance**, then please contact those teams directly.

Team	Contact
Safeguarding	Email – safeguarding@plymstockschool.org.uk
Attendance	Email – attendance@plymstockschool.org.uk

If you have a more general academic or pastoral question or concern, please raise this in the first instance with your child's Head of Year or tutor. They will then be able either respond themselves, or ensure your message gets to the most appropriate person to get back to you.

Year	Head of Year & Assistant Head of Year	Email address
7	Miss G Melhuish – Head of Year Mr N Walker – Assistant Head of Year	gmelhuish@plymstockschool.org.uk nwalker@plymstockschool.org.uk
8	Mrs N Hateley – Head of Year Ms B Lamerton – Assistant Head of Year	nhateley@plymstockschool.org.uk blamerton@plymstockschool.org.uk
9	Miss K Davis – Head of Year Mr J Burfield – Assistant Head of Year	kdavis@plymstockschool.org.uk jburfield@plymstockschool.org.uk
10	Mrs V Palin – Head of Year Mrs K McCoy – Assistant Head of Year	vpalin@plymstockschool.org.uk kmccoy@plymstockschool.org.uk
11	Miss N Adams – Head of Year Miss S Holton – Assistant Head of Year	nbadams@plymstockschool.org.uk sholton@plymstockschool.org.uk
Post-16	Mrs R Littler – Head of Sixth Form	rlittler@plymstockschool.org.uk

For questions or concerns related to Special educational needs and disabilities (SEND), please contact the SEND Team Leader for the Year Group. They will then be able either respond themselves, or ensure your message gets to the most appropriate person to get back to you.

Year	SEND Team Lead	Email address
7	Mrs K Burt	kburt@plymstockschool.org.uk
8	Miss R Seekings	rseekings@plymstockschool.org.uk
9	Miss A Greenfield	agreenfield@plymstockschool.org.uk
10	Miss K Connor	kconnor@plymstockschool.org.uk
11	Mrs E Whitehead	ewhitehead@plymstockschool.org.uk
Post-16	Mrs K Bradley	kbradley@plymstockschool.org.uk

When will I hear back?

Schools are busy places, and often our staff have little flexibility in when they are able to dedicate time to responding to emails due to teaching or other commitments or indeed absence from school for illness, professional development or other possible reasons. However, it is important to us that your queries and concerns are acknowledged and then resolved as swiftly as possible.

Generally speaking, we will aim to respond to any email or phone message **within 48 weekday hours**.

If you have not had a response **within two full working days** (e.g. if you make contact early on a Tuesday and you have not had a response by the end of Thursday) then please forward your email to the 'escalation contact' below. This mailbox will be monitored with the aim that we can be able to support the team that you have contacted to get a response to you or to provide reassurance that your contact is being addressed.

Team	Escalation Contact
Safeguarding	Miss H Martin – Deputy Headteacher hmartin@plymstockschool.org.uk
Special educational needs and disabilities (SEND)	Miss H Martin – Deputy Headteacher hmartin@plymstockschool.org.uk
Attendance	Miss B Evans – Assistant Headteacher bevans@plymstockschool.org.uk
Year 7	Ms D Burgess – Assistant Headteacher dburgess@plymstockschool.org.uk
Year 8	Miss B Evans – Assistant Headteacher bevans@plymstockschool.org.uk
Year 9	Miss B Evans – Deputy Headteacher bevans@plymstockschool.org.uk
Year 10	Mr M A Taylor – Assistant Headteacher mataylor@plymstockschool.org.uk
Year 11	Mr M A Taylor – Assistant Headteacher mataylor@plymstockschool.org.uk
Year 12/13	Mrs R Littler – Head of Sixth Form rlittler@plymstockschool.org.uk

If you have not had a response from the 'escalation contact' within a further two working days please forward your email to urgentresponse@plymstockschool.org.uk

Please note, email addresses are correct contacts at the time of publication – September 2024.

The Headteacher's PA's email address is kchapman@plymstockschool.org.uk

This email address can be used for general queries where it is not clear who the query should be addressed to. The query will usually then be addressed to the most appropriate person to deal with it and an acknowledgement should be received in line with the timescales above. The Headteacher will be made aware of the nature of the contact but may not be the most appropriate person to respond.