

Frequently Asked Questions (FAQs)

1. Contact and personal information

Who should I contact if I have a question about my child?

The first point of contact should always be your child's tutor. The tutor is the person who sees your child morning and afternoon and has the best overview of their progress at school.

If necessary, the tutor can bring in other teachers, such as Heads of Department for academic questions, and senior teachers as necessary.

If you are not happy with the response from the tutor, contact Mr T. Davidson, Head of Secondary, for questions relating to academic matters, and Mr P. Baldwin, Head of Pastoral Care, for pastoral questions.

How do I best contact teachers at school?

The best way to contact teachers is via email. All teachers have a school email account in the same format:

initial.surname@laudeladyelizabeth.com eg Alastair Castle = a.castle@laudeladyelizabeth.com

You can also contact a teacher via ENGAGE (see below)

What do I do to make an appointment to see a teacher at school?

Contact the teacher via email. Alternatively, arrange the appointment via the school secretary, Mrs Nicole Smolders at n.smolders@laudeladyelizabeth.com.

It will generally not be possible to see all of your child's teachers at one time, as they will be teaching, except at parents' evenings (see below).

How will teachers communicate with me?

Teachers can communicate with you via:

- *your child's homework diary*
- *email*
- *ENGAGE*

In certain circumstances a teacher may request that you attend a meeting at school to discuss your child's progress.

What is ENGAGE?

ENGAGE is the school's new database and information platform. Although still in development, it allows improved communication between the school and parents. It contains a parents' portal, which allows you to access information about your child's teachers, timetable, attendance and behaviour record, grades and reports.

Please address any questions about the use of ENGAGE to the administrator, Ms Sandra Daroca, at s.daroca@laudeladyelizabeth.com.

What should I do if my personal information (eg address or telephone number) changes?

Please inform your child's tutor immediately. It is vitally important that we have up-to-date contact information for you in case we need to contact you in an emergency, for example if your child is ill or has an accident at school.