wildernschool

How to contact the right person at Wildern School

Do you need to inform us that your child will be absent?

YES

Please contact the attendance officer by 8.15am. You can do this by either phoning 01489 783473 option 1 or email absence@wildern.org or by using report an absence on the INSIGHT app.

NO

Do you need to report a safeguarding incident involving one of our students?

YES

Please contact reception on 01489 783473, stating that you wish to speak to a DSL.

NO

Contact reception on 01489 783473, requesting to speak to the member of staff most heavily involved in the incident or issue you wish to discuss. If unsure, please see below.

SUBJECT SPECIFIC

Contact the relevant department to discuss classroom based issues or incidents. Email is best as teachers are rarely available to take calls because they are teaching.
wildern@wildern.org

Please title your email FAO and then either the name of the class teacher you are contacting or "Curriculum Leader".

GENERAL PASTORAL

Contact your child's tutor in the first instance to draw our attention to incidents or issues of a general or pastoral nature. Use the general email
wildern@wildern.org

Please title your email FAO the name of the tutor you are contacting including the year group (e.g. Yr 8). The tutor or another member of the pastoral team will get back to you.

OTHER SPECIFIC ISSUE

There are members of staff with specific responsibilities who lead and manage particular areas of Wildern's work (e.g. Finance team, Community)

If you do not know who to contact or do not have the contact details for the member of staff you need then either call 01489 783473 or email
wildern@wildern.org

If you feel that your concern has not been addressed satisfactorily, then you can make a complaint. You will find our complaints policy here on the website

https://www.wildern.org/assets/Uploads/WAT-Complaints-Policy2.pdf