School contact list

Who should I contact?

- At Wimbledon Chase, we want parents to feel comfortable contacting us whenever they need support, information or advice.
- All members of staff are bound by professional confidentiality requirements and will always handle personal information sensitively and appropriately. Please do not feel worried about contacting the most relevant member of staff if you have a concern, question or issue you would like to discuss.
- We recognise, however, that some matters may feel particularly personal or sensitive. If you would prefer not to contact a class teacher or another member of staff directly, you are welcome to contact our Parent Support Advisor, Mrs Siân Dotchin, in confidence at: **parentsupportadvisor@wimbledonchase.merton.sch.uk**

  Mrs Dotchin can provide support directly or ensure that your enquiry is passed discreetly to the most appropriate member of staff.
- If you would like to speak with a member of the Senior Leadership Team, this can also be arranged. A member of the Senior Leadership Team is always available to support families and can arrange a telephone call, meeting or email response where appropriate.
- If you have questions about any of the topics in the table below, or would like to speak to a member of staff:

  Email or call the school office on **WCPS@wimbledonchase.merton.sch.uk** or **020 8542 1413**
- Put the subject and the name of the relevant member of staff (from the list below) in the subject line (for emails)

  We will forward your request to the relevant member of staff
- **Remember:** Please check our website first, as much of the information you need may already be available there.

  We aim to respond to emails within one working day.
- **Office hours:** 8.00am – 4.30pm.

I HAVE A QUESTION ABOUT…	WHO YOU NEED TO TALK TO
Safeguarding https://www.wimbledonchaseschool.co.uk/key-information/safeguarding/	Contact the Parent Support Advisor or the office and ask for a member of the Safeguarding Team. parentsupportadvisor@wimbledonchase.merton.sch.uk WCPS@wimbledonchase.merton.sch.uk
Confidential or sensitive family matters	Parent Support Advisor (Mrs Dotchin) or a member of the Senior Leadership Team via the

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	Parent Support Advisor. parentsupportadvisor@wimbledonchase.merton.sch.uk
My child's learning, wellbeing, class activities, lessons or homework	1) Class teacher 2) Phase Leader 3) Parent Support Advisor (Mrs Dotchin) 4) Senior Leadership Team (where appropriate) Through the school office or by contacting the Parent Support Advisor directly. WCPS@wimbledonchase.merton.sch.uk parentsupportadvisor@wimbledonchase.merton.sch.uk
Payments	School office WCPS@wimbledonchase.merton.sch.uk
School trips	School office WCPS@wimbledonchase.merton.sch.uk
Uniform/lost and found	1)Class teacher 2) School office WCPS@wimbledonchase.merton.sch.uk
Attendance and absence requests	If you need to report your child's absence - via the School Parent App or the absence email absence@wimbledonchase.merton.sch.uk If you want to request approval for term-time absence - via the School Parent App or via the website https://www.wimbledonchaseschool.co.uk/parent-information/attendance/
Bullying and behaviour	Your child's 1) Class teacher 2) Phase Leader 3) Deputy Head 4) Headteacher 5) If a parent feels a matter is sensitive or confidential, they may contact the Parent Support Advisor directly.

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	WCPS@wimbledonchase.merton.sch.uk parentsupportadvisor@wimbledonchase.merton.sch.uk
School events	The calendar on the Parent App. The Dates section on the school website. https://www.wimbledonchaseschool.co.uk/news-events/dates/ School office WCPS@wimbledonchase.merton.sch.uk
Special educational needs (SEND)	Inclusion Lead via the office WCPS@wimbledonchase.merton.sch.uk Confidential enquiries can be handed to the school office or emailed directly to the Parent Support Advisor, who will ensure they are shared discreetly with the Inclusion Lead or appropriate member of staff. parentsupportadvisor@wimbledonchase.merton.sch.uk
Before and after-school clubs	School office WCPS@wimbledonchase.merton.sch.uk
Hiring the school premises	School office for the attention of the School Business Manager WCPS@wimbledonchase.merton.sch.uk
Friends	fowccharity@gmail.com
Governing Body	Chair of Governors chair@wimbledonchase.merton.sch.uk
Catering/meals	School office WCPS@wimbledonchase.merton.sch.uk

Complaints

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy which can be found on the school website.