



Frequently Asked Questions

Below are some frequently asked questions and how they should be handled. For all enquiries into school please allow at least 48hrs for an acknowledgement as all staff have other commitments in school that may need to be addressed. Any contact outside of the school hours will be at the discretion of the member of staff as for their wellbeing we do not ask our staff to use the class charts function when not in school.

What if I have a subject specific issue for my child?

In the first instance please use class charts to message your child's subject teacher. They are the ones who teach your child on a day-to-day basis and will be best placed to answer any queries.

What if I have an issue with the curriculum in general for a specific subject?

If the subject teacher is not able to answer the query, then they may pass it on to the subject lead. They will let you know that this is the case though so that you know who to expect a reply from.

What if I have a generic question regarding the curriculum?

Mr Meredith is our member of leadership who is responsible for the curriculum so if the subject teacher or subject lead could not answer your question then please contact Mr Meredith for further support.

What if I need to get a message to my child's Form Teacher?

If this is the case, then again please use class charts to message your child's form teacher who will see them first thing in the morning and then last thing before they leave.

What if I am concerned about the behaviour of my child?

In the first instance please contact their form teacher as again this is the person who will see them at key intervals in the day. If this is subject specific, then please contact their subject teacher. If they are unable to support then this may be referred to the Behaviour Support Manager, Mrs Howes.

What if I have a safeguarding concern?

If there is a genuine worry for a child's safety, then you should contemplate calling the police. However, if this is school related then you can contact one of safeguarding team either via class charts or via the school office. Our schools Designated Safeguarding Lead (DSL) is Mr Grocott. Please see our safeguarding team below

What if I want to report something?

If you need to report an incident, then in the first instance please use your child's form teacher. If you believe that this is more serious than this, then please contact our Behaviour Support Manager Mrs Howes

What if I need to report an absence?

This can be done through the class charts app, via the office phone number or the absence line

What if I have a question about Extra-Curricular activities?

In this instance, please contact the member of staff running this club. If an urgent message on the day of the activity, then please contact the school office.

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Registered office: Wolgarston High School, Cannock Road, Penkridge, ST19 5RX
www.penkvalley.co.uk

To: Headteacher Penkridge Middle School, Marsh Lane, Penkridge, ST19



What if I have a question about The hub @ PMS?

For all The Hub enquiries please use the designated phone number of 07591383296 or email thehub@penkridge-middle.org

What if I have a question about ParentPay, Medical, Holiday Requests or General enquiry?

For all of these issues please contact the main school office through class charts PMS Office or on 01785 413400 or using office@penkridge-middle.org and they will answer any questions you may have.

What if I wish to speak to or see a member of leadership or the Headteacher?

If this is ever the case, then a premade booking must be made. The Headteacher or members of leadership are not able to meet parents who come to the school without a pre-arranged appointment.

Please be advised that the office may guide you to follow one of the steps above if you have a concern.