

Contacting Team JPCE We love to help but know life is busy and can make it worrisome!

1. Is it about:

- Volunteering & Donations→ email via **secretary** us to know how you can help or fill in the form <https://forms.office.com/e/nAFcD6SQPT>
- Clothes/ donation requests→ Come to Thrive on a Thursday
- PTA- [Jennett's Park PTA | Jennett's Park](#)
- Clubs and wraparound provision→ [After School Activities | Jennett's Park](#)
- Child's learning, class issues, minor behaviour → take time to meet the **Class Teacher. Often this is the fastest route!**
- Broader year group/phase issues or repeats of concerns over period of time→ **Phase Leader's are here to help**
- SEND concerns or support needs → Class teacher is your fastest route to help in class THEN **SENDCo** will help advise
- Family or pastoral support needed → **Family Support Worker** is here to help you
- Safeguarding, serious welfare, or child protection → **Designated Safeguarding Lead (DSL)** – if a child is at risk let us know
- Escalated unresolved issues, or serious concerns → **Deputy/Assistant Headteacher** (or Headteacher, if needed)

2. How to contact:

- **Email** (all parent emails should be sent to secretary@jennetts.bonitas.org.uk, safeguarding@jennetts.bonitas.org.uk , sendco@jennetts.bonitas.org.uk or familysupport@jennetts.bonitas.org.uk, clubs@jennetts.bonitas.org.uk)
- **Phone** (01344 301269)
- **In-person** (by appointment)

3. What happens to emails sent to us?

- School teams check inboxes daily
- Queries are forwarded to the relevant staff member, based on the flow above/ redirects to right email
- Staff member responds asap within agreed timeframe (3 working days is typical)

4. If unresolved:

- Parent may escalate:
 - First to Phase Leader or relevant senior staff
 - Then to Deputy/Assistant Head
 - Finally, to Headteacher



Some pages on our site that might help

<https://www.jennetts.bonitas.org.uk/>
<https://www.jennetts.bonitas.org.uk/headteachers-office/keeping-your-child-safe/>
<https://www.jennetts.bonitas.org.uk/headteachers-office/health-information/advice-for-adults/>
<https://www.jennetts.bonitas.org.uk/school-office/newsletters/>
<https://www.jennetts.bonitas.org.uk/esafety/>
<https://www.jennetts.bonitas.org.uk/children/learning-in-school/year-groups/>

Some key policies <https://www.jennetts.bonitas.org.uk/headteachers-office/policies/>
<https://www.jennetts.bonitas.org.uk/wp-content/uploads/2025/06/JPCE-Communications-Policy-2025-v2.pdf>
<https://www.jennetts.bonitas.org.uk/wp-content/uploads/2024/05/JPCE-Parents-Carers-Visitors-Code-of-Conduct-on-School-Premises-April-2024.pdf>
<https://www.jennetts.bonitas.org.uk/wp-content/uploads/2025/05/separated-parents-2024.pdf>