

24 October 2025

Dear Parent/Carer

Your Child's Mentor as the First Point of Contact

Dear Parents and Carers,

As part of our ongoing commitment to strong communication between home and school, we are reinforcing our staged contact process to ensure queries are handled quickly and effectively.

Your child's mentor will be your first point of contact for any questions or concerns about your child's progress, wellbeing, or day-to-day school matters. Mentors work closely with students every day and are best placed to support and coordinate any follow-up actions.

Please note that any safeguarding concerns will continue to follow our usual safeguarding procedures and will be dealt with immediately by the school's Designated Safeguarding Lead (DSL) team.

We encourage you to reach out to your child's mentor directly as your first point of contact for any questions or updates. You can reach them by email using the following format:

FirstInitial.Surname@grange.outwood.com

For example, if your child's mentor is *Sarah Johnson*, their email would be S.Johnson@grange.outwood.com

Thank you for your continued support and partnership

Yours faithfully

J Motara

Assistant Principal