

| Issue/Question | Contact | Role | Name | Email / Phone |
|---|---------------|--|--------------------|---------------|
| Academic progress, curriculum | Form Tutor | Primary point of contact between students, families, and the school. Monitor students' overall well-being, academic progress, and behaviour, providing guidance and support. | | |
| Issues in specific subjects | Subject Tutor | Delivers specific subject lessons | | |
| Bullying, wellbeing, behaviour concerns | Heads of Year | Oversees year group or key stage, supports student welfare. Provides support on social, emotional, or behavioural issues | | |
| | 7 | | Mr A Lamb | |
| | 8 | | Mrs V Silverthorne | |
| | 9 | | Mr J Clements | |
| | 10 | | Mrs L Lee-Jones | |
| | 11 | | Mrs G Down | |
| | 12 & 13 | | Mrs L Shadbolt | |

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| Special educational needs (SEND) | SENDCo (Special Educational Needs Coordinator) | Coordinates support for pupils with additional needs | Mrs E Ferguson | Senco@mrc-academy.org |
| Attendance, absence reporting | School Attendance Officer | Monitors, manages, and communicates about attendance | Mrs J Saffery | MRC.Attendance@mrc-academy.org |

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| Exams, assessment inquiries | Exams Officer | Handles exam arrangements and related information | Mrs S Donoso | |
| Concerns about child safeguarding | Designated Safeguarding Lead | Primary contact for any safeguarding/welfare issues | Mrs C Dickens Mr P Thompson | SafeGuarding@mrc-academy.org |
| General school information, policy queries | School Admin | Frontline for admin, forms, or general queries | | MRC.Enquiries@mrc-academy.org |
| Health and medical needs | Medical Team | Manages student health, first aid, and medical plans | | Medical@mrc-academy.org |
| School trips/events | Trip Organiser | Handles questions about trips, permissions, logistics | | |
| Site safety, facilities concern | Business Manager | Deals with building and grounds issues | Mrs K Chard | MRC-FinanceDepartment@mrcacademy.org |

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| Payment and Balance queries | Finance Team | Deals with Payments for School Meals, Printing and Trips | | MRC- FinanceDepartment@mrcacademy.org |
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