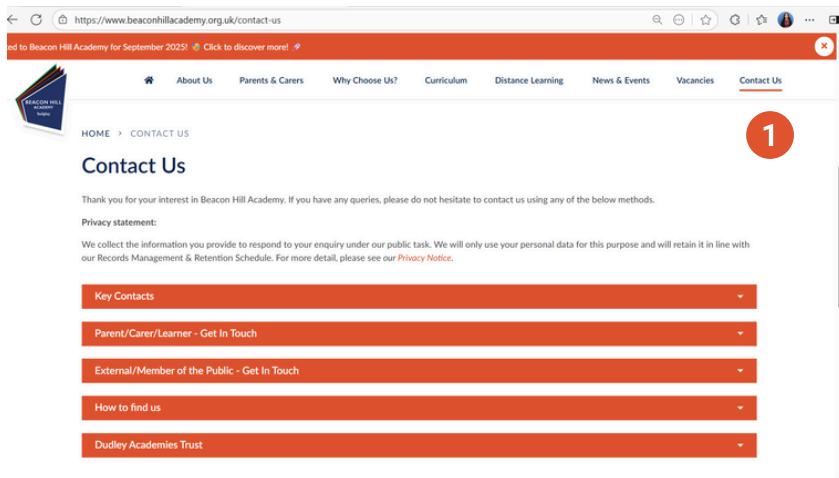


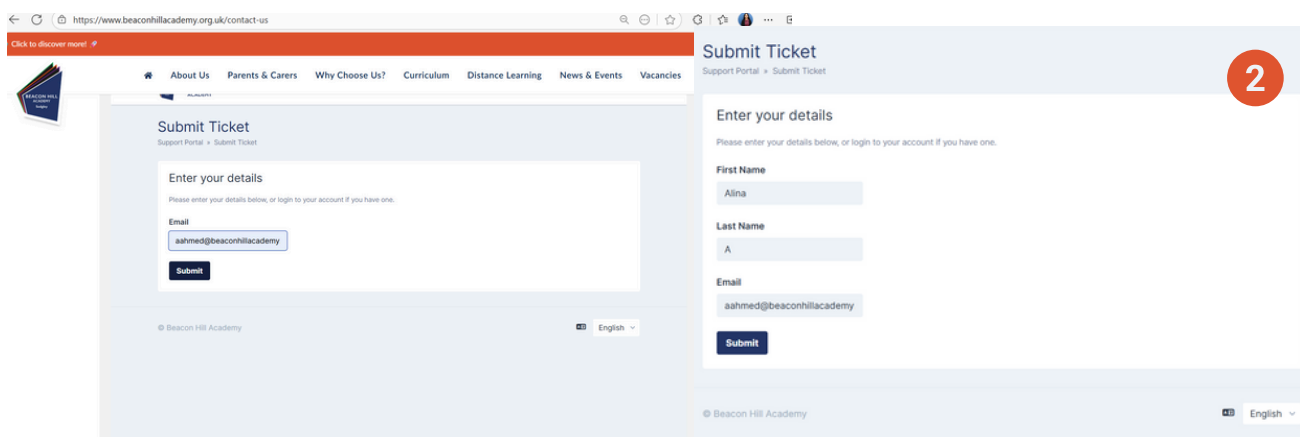
# How to Contact Us Guide

This guide has been created to help parents and carers navigate our new communications system, ensuring that enquiries are directed to the right place and responded to as efficiently as possible.



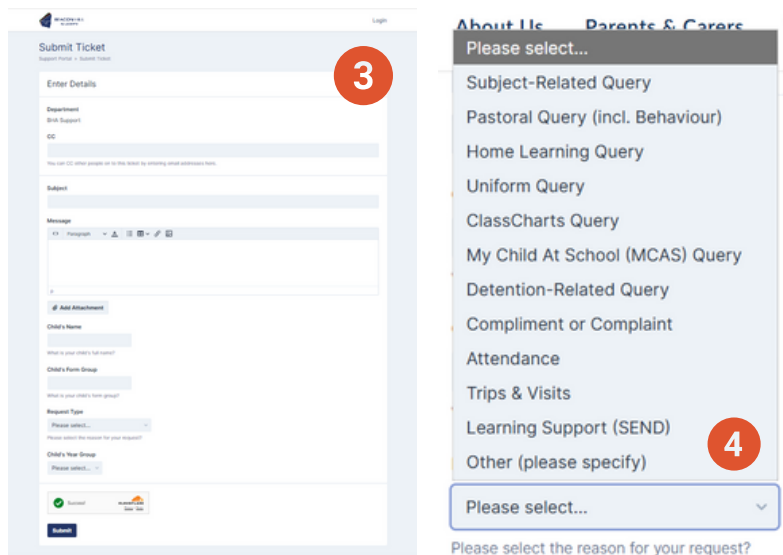
## Step One: Visit the Website and Chose Relevant Option

Visit [www.beaconhillacademy.org.uk](http://www.beaconhillacademy.org.uk), go to the Contact Us section, and select the option "Parent/Carer/Learner – Get in Touch".



## Step Two: Enter Your Contact Details

A form will appear asking for your contact information. Complete this section so a support ticket can be generated for your query.



## Step Three and Four: Complete the Query Form

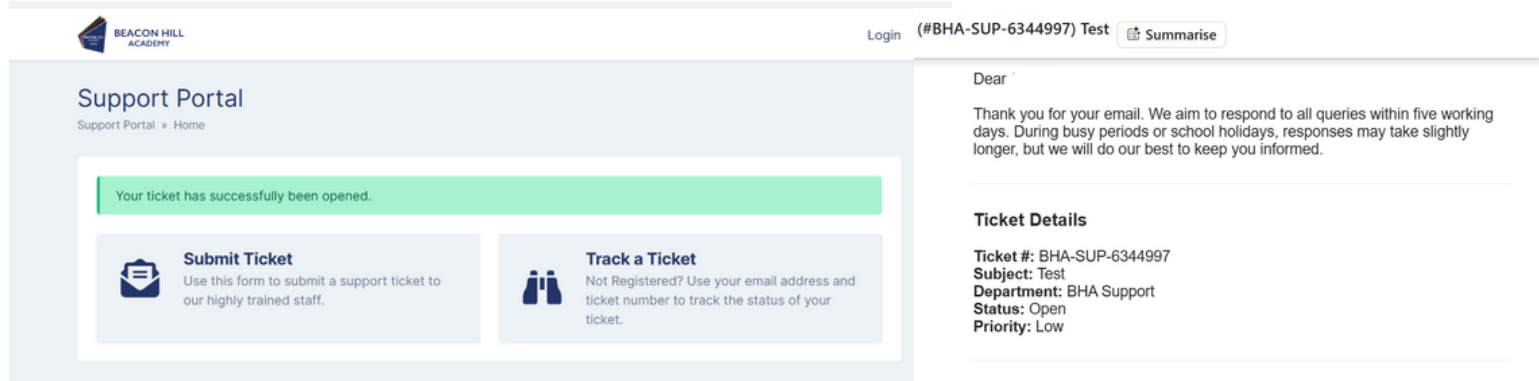
Complete the query form by filling in all required fields, then use the drop-down menu to select the correct reason for your query. If your reason isn't listed, choose "Other" and provide a detailed explanation in the text box before clicking Submit.



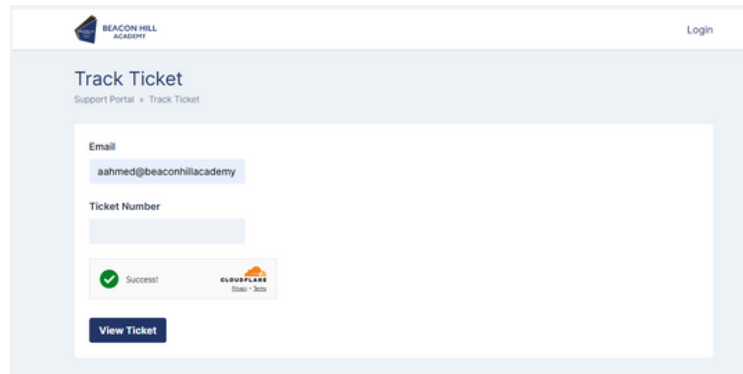
# How to Contact Us Guide - Tracking Your Ticket

## Track Your Ticket

Once submitted, you'll receive an email with your ticket number. To check the progress of your query, return to the tracking section, enter your email address and ticket number, and view the status.



The screenshot shows the Beacon Hill Academy Support Portal. At the top, there is a navigation bar with the logo, 'Login', and a user profile for '#BHA-SUP-6344997 Test' with a 'Summarise' button. The main content area is titled 'Support Portal' and includes a breadcrumb 'Support Portal > Home'. A green notification bar states 'Your ticket has successfully been opened.' Below this are two buttons: 'Submit Ticket' (with an envelope icon) and 'Track a Ticket' (with a magnifying glass icon). The 'Track a Ticket' button includes the text: 'Not Registered? Use your email address and ticket number to track the status of your ticket.' To the right, an email body is visible, starting with 'Dear', followed by a thank you message: 'Thank you for your email. We aim to respond to all queries within five working days. During busy periods or school holidays, responses may take slightly longer, but we will do our best to keep you informed.' Below the email is a 'Ticket Details' section with the following information: Ticket #: BHA-SUP-6344997, Subject: Test, Department: BHA Support, Status: Open, Priority: Low.



The screenshot shows the 'Track Ticket' form in the Beacon Hill Academy Support Portal. The breadcrumb is 'Support Portal > Track Ticket'. The form has two input fields: 'Email' with the value 'aahmed@beaconhillacademy' and 'Ticket Number' which is currently empty. Below the form is a 'Success' message with a green checkmark icon and the text 'Success!'. At the bottom of the form is a 'View Ticket' button.

## Safeguarding and Urgent Matters

If your concern relates to safeguarding or is urgent, please contact the academy immediately by phone on 01902 677754.

Examples of safeguarding concerns include:

- Suspected physical, emotional, or sexual abuse
- Neglect (e.g., lack of food, clothing, supervision)
- Bullying or harassment
- Online safety concerns
- Risk of harm from others or self-harm