

## Emmbrook Junior School Home-School Communication Flow Chart

<b>Learning Concerns</b>	<b>Pastoral concern</b>  <i>Pastoral care covers our support of your child's individual needs, their emotional wellbeing and helping them with any personal problems they may be experiencing at school.</i>	<b>Concern relating to particular learning or physical needs</b>  <i>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning e.g. issues related to ASI (autistic spectrum indicators), dyslexia or dyspraxia or physical disabilities</i>	<b>Issues relating to staff</b>	<b>Concerns &amp; Queries relating to school administration</b>	
↓	↓	↓	↓	↓	
Please contact your child's <b>class teacher</b> in the first instance.	Please contact your child's <b>class teacher</b> or <b>Mrs Edwards</b> , our Nurture Assistant.	Please contact our Inclusion Manager, <b>Miss Barnes</b> , who will arrange a joint meeting with you, her and the <b>class teacher</b> .	Please contact our Acting Deputy Head Teacher, <b>Mr. Theobald</b> .	Please contact our School Office Manager, <b>Mrs Freeman</b> .	
↓			If you feel the class teacher or Nurture Assistant is unable to help, please contact our Assistant Head Teacher, <b>Miss Barnes</b> .		
↓			If you are not satisfied with the outcome and you remain concerned after following the steps above, please make an appointment to see our Acting Deputy Head Teacher, <b>Mr. Theobald</b> .		
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Please make an appointment to see our Acting Head Teacher, <b>Miss Scales</b> , if you still remain concerned after following the steps above.  Any formal written complaint must come directly to <b>Miss Scales</b> who will investigate it within ten working days in accordance with our Complaints Policy.  <b>When contacting the school, it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be.</b>					
<b>Mrs. Freeman, School Office Manager:</b> <a href="mailto:cfreeman@emmbrook-jun.wokingham.sch.uk">cfreeman@emmbrook-jun.wokingham.sch.uk</a> or <a href="mailto:admin@emmbrook-jun.wokingham.sch.uk">admin@emmbrook-jun.wokingham.sch.uk</a> <b>Mrs. Edwards, Nurture Assistant:</b> <a href="mailto:nedwards@emmbrook-jun.wokingham.sch.uk">nedwards@emmbrook-jun.wokingham.sch.uk</a> <b>Miss Barnes, Assistant Headteacher and Inclusion Manager:</b> <a href="mailto:kbarnes@emmbrook-jun.wokingham.sch.uk">kbarnes@emmbrook-jun.wokingham.sch.uk</a> <b>Mr. Theobald, Acting Deputy Headteacher and Curriculum Lead:</b> <a href="mailto:pthobald@emmbrook-jun.wokingham.sch.uk">pthobald@emmbrook-jun.wokingham.sch.uk</a> <b>Miss Scales, Acting Headteacher:</b> <a href="mailto:rscales@emmbrook-jun.wokingham.sch.uk">rscales@emmbrook-jun.wokingham.sch.uk</a>					