



Home-School Communication Flow Chart

Learning Concerns	Pastoral Concern <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 or home</i>	Concern relating to particular learning or physical need/s <i>Where a concern is related to a special need and you feel an adjustment may be required to support successful learning</i>	Concerns & Queries relating to school administration
↓ Please contact your child's class teacher in the first instance.	↓ Please contact your child's class teacher in the first instance.	↓ Please contact your child's class teacher in the first instance.	↓ Please contact the School Office.
↓ If you require further support, please ask to speak to the Phase Leader of your child's year group <small>Early Years – Mrs Fothergill Key Stage One – Mrs Alexander-Dawson Lower Key Stage Two – Miss Hutt</small>	↓ If you require further discussion, please contact the Pastoral Support Lead, Mrs Jinkerson.		
↓ Please contact our SENDCo, Mrs Thomas , if you require further assistance.	↓ If you require further information, please contact the SENDCo, Mrs Thomas , who will lead a joint meeting with you and the class teacher.	↓ Please then contact our School Operations Manager, Mrs Ham , if you still require more assistance.	
↓ If you remain concerned after following the steps above, please make an appointment to see our Deputy Headteacher, Mrs Roedel.			
↓ Please make an appointment to see our Headteacher, Mr Theobald , if you still remain concerned after following the steps above.			
When contacting the school, it is helpful if you give us as much information about the background of your query or concern as possible, including who it involves, and what you would like the outcome to be.			
In the first instance please contact the school via the admin email address: admin@aldergrove.wokingham.sch.uk and the office team will ensure that you email is directed to the appropriate person. If you prefer you can contact the school by phone: 0118 324 7218			

