

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.</i>	Concern relating to particular learning or physical needs <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>	Issues relating to staff	Concerns & Queries relating to school administration
↓ Please contact your child's class teacher in the <i>first instance</i> .	↓ Please contact your child's class teacher	↓ Please contact our Inclusion Leader, Mrs. Liddiard , who will arrange a joint meeting with you, her and the class teacher .	↓ Please contact our Deputy Headteacher, Mrs Jones	↓ Please contact our School Office Manager, Mrs. Freeman
	↓ If you feel the class teacher is unable to help, please contact our Family Support Worker, Mrs Wade			
↓ If you feel the class teacher is unable to help, please contact our Inclusion Leader, Mrs. Liddiard				
↓ If you are not satisfied with the outcome and you remain concerned after following the steps above, please make an appointment to see our Deputy Headteacher, Mrs Jones .				
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Please make an appointment to see our Head Teacher, Mrs. York , if you still remain concerned after following the steps above.				
Any formal written complaint must come directly to Mrs. York who will investigate it within ten working days in accordance with our Complaints Policy.				
When contacting the school, it is vital you give us as much information about the background of your concern as possible, including who it involves, and what you would like the outcome to be.				
In the first instance all contact with the school please use the admin email address: admin@emmbrook-jun.wokingham.sch.uk and the office team will ensure that your email is directed to the correct person.				
If you prefer you can contact the school by phone: 0118 9784940				