

**Lynch Hill Enterprise Academy
Home-School Communication Flow Chart**



Learning Concern (Subject Teacher)	Pastoral Concerns*	Concern relating to particular special educational needs	Safeguarding	Concerns relating to a member of staff	Concerns & queries relating to school administration
<p>Please contact your child's subject teacher in the first instance.</p> <p>If you do not have their contact email, send to office@lhea.org.uk marked for the subject teacher's attention.</p>	<p>Please contact your child's Form Tutor in the first instance.</p> <p>If you do not have their contact email, send to office@lhea.org.uk marked for the form tutor's attention.</p>	<p>Please contact our SENCO who will arrange a meeting with you</p> <p>Send@lhea.org.uk</p> <p><i>This might apply 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 the autistic spectrum/dyslexia or dyspraxia or physical disabilities</i></p>	<p>Please contact our Designated Safeguarding Lead Ms Turner</p> <p>safeguarding@lhea.org.uk</p>	<p>Please contact Mr Thomas, Headteacher.</p> <p>c.thomas@lhea.org.uk</p>	<p>Please contact the Office Manager Mrs Khaira</p> <p>b.khaira@lhea.org.uk</p>
<p>If the Class teacher has been unable to resolve your concern, please contact the Curriculum Leader.</p> <p>If you do not have their contact email, send to office@lhea.org.uk marked for the curriculum leaders' attention.</p>	<p>If the Form tutor has been unable to resolve your concern, please contact your Head of Year.</p> <p>Contact information can be found here</p>				
<p>If you feel the Curriculum Leader has been unable to help, please contact Mr Thomas, Headteacher</p> <p>c.thomas@lhea.org.uk</p>	<p>If you are not satisfied with the outcome after following the above steps, please contact Mr Harrison, Deputy Headteacher</p> <p>o.harrison@lhea.org.uk</p>				

Please make an appointment to see our Headteacher, Mr Thomas if you still have concerns after following the steps above. Any formal written complaint must be addressed to Mrs A Martin (a.martin@lhea.org.uk), who will pass this to the Headteacher who will investigate this in accordance with our [Complaints Policy](#).

When contacting the school, please give as much information about the background of your concern or complaint as possible, including who or what it involves and what you would like the outcome to be.

**Pastoral care covers our support for your child's emotional wellbeing and helping them with any personal problems they may be experiencing at school.*