Who to talk to at our school - A helpful guide for parents

We know that school life can feel busy and sometimes it's hard to know exactly who to speak to. This guide explains **who to go to and when**, so you can get the right support quickly and easily.

Your Child's Class Teacher

Your first point of contact

Your child's class teacher knows your child best during the school day.
Speak to them about:

- Learning, progress and behaviour in class
- Friendships or social worries
- Homework, reading or routines
- Small concerns or changes at home
- Any question about day-to-day classroom life

Teachers are usually available briefly at pick-up or by arranging an appointment. You can contact them via Seesaw. Please remember that we have staff on the gates every day.

Family Support Workers - Miss Rowe and Mrs Hendry

Our Family Support Workers are here to support your child's wellbeing and your family's needs.
You can contact them for:

- Emotional or social difficulties your child may be facing
- Support with routines, boundaries or home behaviour
- Attendance concerns
- Help accessing local services (health, housing, finance, Early Help)
- Parenting advice or someone to talk to if things feel overwhelming
- You need to raise a safeguarding concern

They work closely with parents and teachers to make sure every child feels safe and supported.
Support from Miss Rowe and Mrs Hendry is through referral from the class teacher or wider team.

When to Contact the School Office - Mrs Cole and Mrs Millard

The office team can help with:

- Reporting absence
- School meals and payments
- Forms, trips and general administration
- Booking appointments with staff

Please contact the school office on 01803 557190 (option 1 for school absence or text 07775 680213)
or via email **oldwayoffice@rivieraet.co.uk**

Assistant Heads - Mrs Edworthy (EYFS and Y1), Mrs Milligan (Y2, 3 and 4), Mrs Fox (Y5 and 6)

The Assistant Heads can help when:

- You have a concern that needs a more senior member of staff
- You want to follow up on something raised with the class teacher
- You need guidance about wider school policies

Please email the school office to make contact with the appropriate Assistant Head/year leader:
oldwayoffice@rivieraet.co.uk

SENDCo (Special Educational Needs & Disabilities Coordinator) - Mrs Bateman

Contact the SENDCo if:

- Your child already has additional needs or an existing support plan that you want to discuss further than the class teacher
- You are concerned about your child's learning, development or behaviour
- You have questions about assessments, interventions or support in school
- You want to discuss referrals to outside agencies

The SENDCo works with teachers, families and professionals to help children who need extra support.
Please email **oldwaysendco@rivieraet.co.uk**

Deputy Head - Mr Hallett

You may go to the Deputy Headteacher when:

- You have serious concerns that have not been resolved through other staff
- You want to give feedback on whole-school approaches
- A significant issue needs senior leadership involvement

Please email the school office to make contact: **oldwayoffice@rivieraet.co.uk**

Head of School - Mrs Bamber

The Headteacher is responsible for the overall leadership of the school.
You should contact the Headteacher if:

- You have serious concerns that have not been resolved through other staff
- You want to discuss school-wide matters or give feedback
- You need to raise a safeguarding concern
- You wish to make a formal complaint

The Head of School works with families, staff and governors to ensure the best for all pupils, please email the school office to make contact: **oldwayoffice@rivieraet.co.uk**.

We're Here to Help!

No worry is too small.

If you're unsure who to speak to, just ask - we're always happy to point you in the right direction.

Together, we can make school a positive and supportive place for every child.