

## CONCERNS: WHO TO CONTACT?

The below details are to help you identify who is best suited to help you, should you need to contact the school.

| Who to contact          | Possible reason   | How to contact   |
|-------------------------|---|--|
| The Office              | <ul style="list-style-type: none"> <li>• Child illness or medication</li> <li>• Attendance</li> <li>• School lunches</li> <li>• Admissions</li> <li>• Clubs</li> <li>• Parents' Evening</li> <li>• School calendar dates</li> </ul> | Available during school hours<br><br>office@therocheschool.com<br>admissions@therocheschool.com<br>absence@therocheschool.com<br>e.aldridge@therocheschool.com   |
| Class Teacher           | Daily comments and concerns about your child's wellbeing in school.   | Emails will be answered during school hours, when teachers are not expected in class. Our teachers endeavour to answer in a timely fashion, but some school priorities may delay their response.<br>Please see your year's Curriculum Talk slides for their contact information. |
| 11+ Team                | All matters linked to the 11+ application and/or examination process.   | 11+@therocheschool.com   |
| Deputy Headteacher      | Any specific queries about your child's learning or wellbeing that cannot be addressed by the Class Teacher or Director of Studies.<br>Informal and Level 1 Complaints  | roche.j.gilbert@therocheschool.com   |
| Director of Studies     | Any queries relating to the curriculum provision, including RSE learning.<br>Please ensure that you have spoken to the Class Teacher first.   | roche.c.baly@therocheschool.com  |
| Headteacher             | Any specific queries that cannot be addressed by the Class Teacher, Director of Studies or Deputy Headteacher. Any queries about the vision and direction of the school or confidential issues of some urgency.                     | headteacher@therocheschool.com   |
| SEND Department         | All matters linked to SEN provision, 11+ access arrangements and/or general learning support.   | send@therocheschool.com<br>EYFS and KS1 enquiries are for the attention of Louise Gilmartin<br>KS1 and 11+ enquiries are for the attention of Sophie Camilleri   |
| Safeguarding Department | All matters relating to your child's wellbeing, that cannot be address by the Class Teacher. Any safeguarding enquiry or issue relating to your own child or another. All communications are in strictest confidence.               | safeguarding@therocheschool.com  |
| Sports Department       | Any queries regarding Games, Gym or Dance lessons, as well as sporting events.  | sports@therocheschool.com<br>roche.p.clark@therocheschool.com  |