

## Communication Flow Chart

At Bovington Academy we are committed to providing the best possible education for all pupils. Nevertheless, we understand that from time to time parents and carers will have concerns they wish to raise. Our aim is to resolve any such concerns at an early stage and, where possible, on an informal basis. The details set out below provide guidance on how concerns can be raised. We are confident that the vast majority of matters can be addressed through these channels but our Complaints Policy (available in the policies section of the website) provides further details of how formal complaints can be made.

Learning Concerns	Pastoral concern	Concern relating to particular learning or physical needs	Issues relating to staff	Concerns & Queries relating to school administration	Safeguarding concern
<p>Please raise your concern with your child’s class teacher in the first instance.</p> <p>This may be more than one meeting over a period of time.</p> <p>Alternatively, you can email: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></p> <p>Please address the email for the attention of your child’s class teacher</p> <p>We aim to respond to all emails within 48 hours.</p>	<p>Pastoral care covers our support of your child’s individual needs, their emotional wellbeing, including friendships and helping them with any personal problems they may be experiencing at school.</p>	<p>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 (<a href="#">autistic spectrum indicators</a>), dyslexia or dyspraxia or physical disabilities</p>	<p>Please contact our <b>Assistant Principals: Mrs. L Muraro or Mr. C Gibson</b></p> <p>Please speak with the office to make an appointment.</p> <p>Alternatively, you can email: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></p> <p>We aim to respond to all emails within 48 hours.</p>	<p>Please speak to <b>Mrs MacDonald</b>, our Office Assistant</p> <p>Alternatively, you can email: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></p> <p>We aim to respond to all emails within 48 hours.</p>	<p>Safeguarding covers concerns of the safety and welfare of any child at the school.</p> <p>Please speak to <b>Mrs MacDonald</b>, our Office Assistant who will signpost you to an appropriate member of the Designated Safeguarding Team.</p> <p>(Ms White, Mrs Muraro, Mr Gibson, Mrs Stone)</p> <p>Alternatively, you can email: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></p> <p>We aim to respond to all emails within 48 hours.</p>
	<p>Please raise your concern with your child’s class teacher who will speak with our Inclusion Team</p> <p>Alternatively, you can email: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></p> <p>We aim to respond to all emails within 48 hours.</p>	<p>Please raise your concern with your child’s class teacher in the first instance.</p> <p>Alternatively, you can email: <a href="mailto:senco@bovington-aspirations.org">senco@bovington-aspirations.org</a></p> <p>We aim to respond to all emails within 48 hours.</p> <p>If you are not satisfied with the outcome please arrange an appointment with our <b>SENDCo: Ms. S Matthews</b></p>		<p>If you feel the Office Assistants are unable to help please contact <b>Mrs Woodward</b>: School Office Manager</p>	
<p>If you are not satisfied with the outcome please ask to speak to the Assistant Principals/Phase Leaders EYFS &amp; Year 1 &amp; 2: Mr Gibson Year 3 / 4 / 5/ 6: Mrs Muraro</p>					
<p>Please make an appointment to see our <b>Principal: Ms. S White</b> if you remain concerned after following the steps above.</p>					
<p><b>Teachers are available after school for informal conversations (apart from Wednesday which is our staff meeting day) and appointments can be made by contacting the school office on 01929 462744 or emailing: <a href="mailto:office@bovington-aspirations.org">office@bovington-aspirations.org</a></b></p> <p>If you are writing to the school it is really helpful if you give us as much information about the background of your concern or complaint as possible, including who it involves, and what you would like the outcome to be. At any stage, please allow the staff to deal with your concern in a timely manner and discuss with them when they think they will be able to respond.</p>					