Support at LVC: Your guide for who to contact to support your child at Linton Village College

**Support Hub**

- **Form Tutor**
  - General questions and concerns. Sharing information about your child.
  - Form Tutors are the first point of contact for your child. They oversee their progress and welfare at LVC and meet tutees each morning for tutor time and 1-2-1 mentoring sessions.
  - Email addresses are on the contact section of website

- **Subject Teacher/Head of Department**
  - Subject-specific questions or concerns.
  - Subject Teachers are best placed to address queries about your child’s learning or progress. If you have a concern about teaching you should contact the Head of Department.
  - Email addresses are on the contact section of website

- **Head of House**
  - Global concerns about progress. Ongoing/ significant pastoral issues.
  - Heads of House monitor the welfare and progress of students in their house. They manage behaviour and co-ordinate pastoral support and interventions.
  - Email addresses are on the contact section of website

- **Senior Leadership Team**
  - Serious/unresolved pastoral concerns.
  - Members of the Senior Leadership Team manage significant behaviour instances and deal with serious pastoral concerns or unresolved complaints.

- **Safeguarding Team**
  - The safeguarding team leads safeguarding at LVC. They investigate safeguarding concerns and liaise with external agencies to ensure the safety of members of the College community.
  - Email addresses are on the contact section of website

- **Mental Health Champions**
  - Mental Health Champions have been trained to deliver mental health first aid and to sign-post students and families to mental health support. They promote positive mental health across the College community.
  - Email addresses are on the contact section of website

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**Contact Information**

- **Reception**
  - 01223 891233
  - reception@lvc.org
  - General enquiries
  - Messages for staff
  - School reception directs calls and messages to relevant staff. Receptionists will address general enquiries and share home-school messages during the school day.

- **Support Hub**
  - Reporting student absence
  - Contacting pastoral staff
  - supporthub@lvc.org
  - Extension 305

- **Learning Hub/SENCO**
  - Extension 355
  - Trevor.Parker@lvc.org
  - Special educational needs

- **Safeguarding Team**
  - thinkpink@lvc.org

- **Mental Health Champions**
  - helloyellow@lvc.org

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**Our Home School Communications Policy** can be found on the College website. Our core purpose is teaching and learning and safeguarding students; staff will generally not be able to engage with correspondence immediately. You should expect to receive a response from the College within 48 hours. If a matter requires further investigation a holding response may be used while more information is gathered. We expect all communications between home and College to be respectful and polite to foster a productive and positive partnership.