

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



**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.

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

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

The Support Hub is the base for pastoral colleagues at LVC including Inclusion Administrator, Inclusion Manager, Heads of House, Safeguarding Officer and Case Workers. Referrals to internal and external support and pastoral intervention is co-ordinated by the 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.

Contact Principal's PA:  
Elaine.Clayton@lvc.org

**Safeguarding Team**  
thinkpink@lvc.org

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.

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

**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.

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.