

9th November 2018



Dear parent/carer

I am writing with regard to parental contact and communications.

We currently hold your contact details on your child's student record. This includes phone number, email and home address. The details we hold are those provided by you at the time of your child's admission, unless you have notified us of any changes in writing.

It has come to my attention that staff are sometimes unable to make contact with parents/carers. Sometimes the number is no longer in use, temporarily unavailable or unable to receive voicemail. Occasionally, where messages are left, the call is not returned which is of some concern, especially should an emergency arise involving your child. We must always be able to contact you, as the primary carer.

Please ensure that you have informed our reception office of any changes to your contact details. This must be done in person at reception and/or in writing. Any requests to update your address must be accompanied by a current, official document, e.g. council tax bill, tenancy agreement or a benefit letter. Your child's record will then be updated and we will retain a copy for your child's records. Please also inform us of any changes to your emergency contact's details.

Staff contacting you by phone will always leave their name if they are able to leave a voicemail, so that you can ask for them in person when you return the call. If you receive a call from the school, please do check voicemails before you ring us so that our office staff know who to put your call through to.

Yours sincerely

A handwritten signature in dark ink, appearing to read 'Morgan Haines', is written over a light blue horizontal line.

Morgan Haines
Headteacher.