

Communicating With Us

Means of Communication	When	Reason	Our Response Time
Visit either the Infant or Junior Office Reception	Monday to Friday 8:30 – 4:20	For example: Drop off medicine you would like administered during the day; deliver a forgotten PE kit; collect an absence request form; drop off a child after registration closes. You can use the Office Reception to request paper copies of documents from our website.	Same day
Phone Office Infant: 352801 Junior: 365642	Monday to Thursday 8:30 – 4:20 Friday 8:30 – 3:45	For example: Request for a meeting or telephone conversation with a staff member (e.g. you need to discuss some news about your child that may affect their school day, or you are concerned about your child's school day). You can leave a brief answer phone message when admin staff are away from their desk.	Same day
Email via @adminoffice (see our website for email addresses)	Anytime	For example: Request for a meeting or telephone conversation with a staff member (e.g. you need to discuss some news about your child that may affect their school day, or you are concerned about your child's school day). You can also use this email for notifying or updating information that you feel that school needs to know. Email can also be used to share good news that you wish to be passed on.	Email checked daily. Response within 2 school working days.
SCOPAY	Anytime	For example: Pay for lunches or a school trip. You can also give consent for aspects of school life along the way.	N/A
Website	Anytime	For example: Looking at federated calendar, looking at your child's year group page or finding information about federated school life within both Infant and Junior School.	N/A
SchoolApp Messages and emails	As we send out	For example: You can read up to date information, alerts and emergency messages. You will also receive your newsletters through the SchoolApp email.	N/A