

## PARENTAL COMMUNICATION

The School Office is the best place to come with any query/concern in the first instance either in person or by telephone on 01912370384. Mrs. Brett, Mrs. Hogarth & Mrs. Reed are on the yard each morning to assist also.

### General day-to-day classroom query

Google Classroom or Tapestry message to the teacher is acceptable when querying day-to-day things like PE days or advising of forgotten reading books etc - Please be mindful a rapid response is not guaranteed as these messages are only seen when staff log-on.

Staff are not expected to respond to Google Classroom or Tapestry messages outside of school hours.

### Concerns about your child

For a timely response to any child related issues or concerns please email: [emma-marie.reed@holywell.northumberland.sch.uk](mailto:emma-marie.reed@holywell.northumberland.sch.uk)

Mrs. Reed will respond upon receipt of your email and liaise with appropriate staff to address your concern.

### School Meal questions, admission queries and general administration information

Please email: [admin@holywell.northumberland.sch.uk](mailto:admin@holywell.northumberland.sch.uk)

Your query will be answered within school hours following receipt.

or call 01912370384 during school hours.

### Requests for appointments with teaching staff/management

Please email: [emma-marie.reed@holywell.northumberland.sch.uk](mailto:emma-marie.reed@holywell.northumberland.sch.uk)

Mrs. Reed will liaise with staff and arrange a mutually convenient appointment.

Please be mindful that these requests will be addressed during school hours and an immediate appointment/reply may not be possible.

### Complaints

Please email: [emma-marie.reed@holywell.northumberland.sch.uk](mailto:emma-marie.reed@holywell.northumberland.sch.uk)

Mrs. Reed will address any complaint immediately and where possible find a resolution or liaise with relevant staff as soon as possible following receipt.

School's formal complaint process is available to view via the school website [here](#).

# SCHOOL COMMUNICATION

The School Office is open from 8am to 4pm to call in or telephone on 01912370384 – outside of these hours, please email [admin@holywell.northumberland.sch.uk](mailto:admin@holywell.northumberland.sch.uk) for non-urgent contact.

## General day-to-day contact

General day-to-day contact e.g. first aid notifications or upcoming events will be sent out to parents/carers in the form of emails – this includes our monthly school newsletter.

Please ensure your inbox is set-up to receive emails from school mailboxes.

If you are not receiving school emails, please check spam/junk folders regularly.

## Contact/issues affecting your child

Mrs. Reed will contact you by telephone or email to advise of any issues/concerns with your child as soon as possible.

You may be asked to speak with appropriate staff (where necessary) either in person or by telephone.

For low level issues/concerns a member of staff may speak with parents/carers at the end of the school day when children are collected if appropriate.

## School Meal, admission queries and general administration information

Schoolgrid will contact you with any financial issues involving school meals but all other contact will be from the school office either by telephone or email.

Admission information will be shared with parents/carers by Mrs. Reed generally by email, including reminders for paperwork submissions and deadlines.

General administrative day-to-day contact will be made from the school office by telephone or email.

## Parent/Carer teacher contact

Parent/Carer Teacher consultations take place twice per year when appointment times are circulated by letter for parents/carers to request/complete.

Other contact with parents/carers will be arranged via the school office as and when required.

Please ensure you have the school telephone number (01912370384) saved in your telephone.

## Curriculum Information

Half-termly Curriculum information sheets will be circulated to parents/carers to ensure you are kept informed of what your child(ren) are learning.

These sheets will be shared as follows:

Nursery & Reception classes via Tapestry

Year 1 to Year 4 via Google Classroom

full information about what your child(ren) will be learning is available to view [here](#):

There is a wealth of information on our school [website](#) along with regular school updates on our [Facebook page](#).