



PARENTS/CARERS TO SCHOOL	PARENTS/CARERS TO STAFF
<p align="center">REPORTING PUPIL ABSENCE</p> <p>Pupil absence should be reported via synergy by selecting absence as the reason OR calling school, selecting option 2 and leaving a message on the absence line.</p>	<p align="center">NON-URGENT QUERIES</p> <p>Non-urgent queries should be sent to the staff member involved via Synergy.</p> <p align="center">↓</p> <p>Staff will respond during their working hours to non-urgent queries via Synergy within 5 school days.</p> <p align="center">↓</p> <p>If you are unsure who you need to speak to then a non-urgent query can be sent via Synergy in the first instance.</p>
<p align="center">URGENT QUERIES</p> <p>Queries of a safeguarding nature are considered urgent i.e. where there is a concern about the immediate well-being of a child, for example if a child was missing.</p> <p align="center">↓</p> <p>If there is a concern of this nature then parents/carers should contact the school by telephone or attend main reception and ask to speak to a member of the Safeguarding Team.</p>	<p align="center">PARENTS/CARERS TO STUDENTS</p> <p>Parent/Carer wishing to contact their child/children during school hours.</p> <p>Pupils are not permitted to leave lessons to come to the telephone to accept calls.</p> <p align="center">↓</p> <p>If there is an urgent message to be passed on to a pupil then parents/carers may contact the school receptionist who can pass a message to a student. To minimise disruption to lessons this should only be used in emergencies.</p> <p>Pupils are not permitted to use mobile phones in school. If a pupil uses a mobile phone during the school day this will be treated as a breach of the school behaviour policy.</p>
<p align="center">NON-URGENT QUERIES</p> <p>Non-urgent queries, such as detention information or general queries should be sent to the staff member involved via Synergy.</p> <p align="center">↓</p> <p>Staff will respond during their working hours to non-urgent queries via Synergy within 5 school days.</p> <p align="center">↓</p> <p>If you are unsure who you need to speak to then a non-urgent query can be sent via Synergy in the first instance.</p>	<p align="center">PUPIL TO PARENT/CARER</p> <p>If a student needs to contact a parent/carers during the day then they should go to student services at break or lunch time.</p>

MEETING REQUEST

Meeting requests should be sent to the relevant member of staff as a non-urgent query. Please note that meetings are by prior appointment only, unless the issue is urgent as defined above.

Please be polite when speaking to our school staff as we do our very best to help you