



Dear Parents/Carers

I would like to take the opportunity of a new academic year to introduce you to our new office procedures and to remind you of existing ones. Please take a few moments to familiarise yourselves with the procedures that are designed to promote the smooth flow of communication between home and school.

Our school office is manned each day between 8.30 – 12.30 and 1.30 – 3.30, if you have any queries you can pop in and see Mrs Nicky Miles or Mrs Sarah Fielder or alternatively you may call them on 01453 883123 or e-mail admin@chalfordhill.gloucs.sch.uk.

Communication

We believe regular communication with our families is extremely important. All parents/carers are encouraged to sign up for Parentmail and to ensure e-mail addresses and mobile numbers are kept up to date.

A newsletter is published and sent out weekly – please read it to stay abreast of what is happening at school. In them you will find useful information and dates for your diary. Copies of all newsletters are found on our school website.

http://chalfordhill.gloucs.sch.uk/news_events/newsletters/newsletters.html

Letters and Permission Slips

We communicate via Parentmail or send letters home with the children. Please check Parentmail and your child's bookbag each day. The prompt return of forms and permission slips is much appreciated. You or your child may simply pop completed forms and reply slips into the box in the office.

Duplicate Letters

You can usually find a copy of letters sent home on our website.

http://chalfordhill.gloucs.sch.uk/news_events/letters/letters.html

Messages for the teacher

If you have a message for your child's teacher, please write a note and either send it in with your child to pass to their teacher, or hand it in at the office. If you arrive at school and have forgotten to write a note, you can do so in the office.

The School Day

8.35am The school gate opens and playground supervision commences
8.45am Registration
3.10pm End of school day for Reception Class
3.15pm End of school day for Years 1-6.

Lateness

If a child is late they must go to the office to be signed in before they go to their classroom. Lateness not only causes disruption to your own child's learning but also to that of others in their class thus making for an unsettled start to the day. We understand that occasionally lateness can occur, but please ensure it does not become a regular occurrence.

End of the School Day

Please collect your child at the end of the school day; 3.10pm for children in Reception and 3.15pm for all other children. Please do not request to pick up your child before the end of the school day unless for exceptional circumstances (such as hospital appointments). In such situations, you may request permission in advance by completing a form from the office; requests will be discussed with the class teacher and/or Mrs Martin. You may be asked to collect your child at a particular time in order to minimise the disruption to classes.

Further details about collection procedures will be sent out in a separate letter.

Illness

If your child is ill please contact the office on 01453 883123 (option 1) before 9am leaving your child's name, class and reason for absence. If your child has had sickness or diarrhoea, please note that they cannot return to school until 48 hours after the last episode. If you expect your child to return to school by lunchtime, please include that information in your message and confirm whether you wish to order a school lunch.

Safeguarding

If a child does not arrive for registration, and the school office has not received a message explaining why, we will endeavour to contact parents to ascertain why their child is not attending school. It is, therefore, very important that you advise us by 9am of illness or unplanned absence and request in advance via the appropriate form any period of planned absence.

It is essential that we are able to contact parents at any time; please ensure that the school has your most up to date contact details.

Holidays

Headteachers may not grant any leave of absence during term time unless there are exceptional circumstances. To request a leave of absence, parents/carers are to complete a form, available from the office, no less than two weeks in advance of a planned absence.

Medical information

When your child starts at Chalford Hill, you are asked to complete a medical form outlining any medical issues we should be aware of, including allergies and intolerances. If new medical issues arise, or old ones are changed or resolved, please remember to update the office staff. If your child has allergies or intolerances you must also complete a form for the catering company.

<http://chalfordhill.gloucs.sch.uk/parents/faq/faq.html>

Medicine

If your child needs to take medicine whilst at school, please hand the medicine into the office and complete an "Administration of Medicine" form available from the office or on the website.

<http://chalfordhill.gloucs.sch.uk/parents/faq/faq.html>

Contact details

If you have any queries please read our FAQ on the website, if you cannot find the answer to your question please get in touch. <http://chalfordhill.gloucs.sch.uk/parents/faq/faq.html>

Kind regards

Corinne Martin
Head Teacher