



1 October 2024

Dear Parents and Guardians,

I hope this letter finds you well. I am writing to provide some important reminders regarding communication with our school and to ensure that we maintain a smooth and effective process for addressing your queries and concerns.

Firstly, we kindly ask that you avoid arriving at the school without a scheduled appointment, expecting to meet with staff members. Our teachers and staff have a full schedule during the school day and unscheduled visits can disrupt not only their workflow but also the learning environment for our students. If you would like to meet with a member of our team, please contact the office in advance to arrange a suitable time.

Secondly, we hope to respond to all phone calls and emails within 24 hours but this is not always possible. Some staff work part time and while we understand the urgency of some matters, please bear in mind that our staff have various responsibilities throughout the day, which may prevent them from returning calls immediately. Rest assured, we are committed to addressing your concerns as promptly as possible.

Lastly, we respectfully ask that you refrain from contacting your child directly through their mobile phone during school hours. This can be disruptive and may create difficult situations for both your child and staff. Should you need to communicate with your child, please do so through our main office. Our staff will ensure that your message is relayed in a timely and appropriate manner. We are a 'no mobile phone' school, if students are found using their phone during school hours it will be confiscated and stored securely at the school office. Parents will need to collect mobile phones from the main reception if a student has had it confiscated a second time or more.

I appreciate your understanding and cooperation, and I thank you for your continued support.

Warm regards,

Mr. D Portsmouth

Head of School

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