

Dear Parents / Carers,

Please can we ask for your support in letting us know **straight away** if there is a change of contact details for anyone we have registered on our school database as a contact for your child.

The Department for Education strongly recommend that all schools have on record a minimum of 2 contacts for school age children should there be a need to contact you in an emergency.

If your child were to become unwell or suffer an injury during the course of the school day, it is vital that we can get in touch. There may also be other matters that we need to discuss with you.

If, for any reason, the care arrangements for your child change, we would also ask you to notify us of this, providing details of any temporary address or contact details, who we should call in an emergency and how long this arrangement will be in place.

Contact details can be updated via the main school office email - [office@theheys.school](mailto:office@theheys.school)

Please be aware that it is parents' / carers' responsibility to ensure that you are contactable and that you return any calls made by school within a reasonable time frame.

If your child is absent from school, please ensure that we are notified of absences by calling the school office on the above number or by emailing: [absence@theheys.school](mailto:absence@theheys.school). This should be done each day that your child is absent.

If your child is absent from school and we are persistently unable to make contact, we may require a home visit by school or a Police Welfare Check to be carried out.

Many thanks for your support in this matter.

Best regards,

Miss H Pickavance

Lead Practitioner for Safeguarding and Student Well-being