



## Bernards Heath Junior School

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Head Teacher: Mrs Sian Kilpatrick BEd NPQH

Deputy Head: Mr John Reynolds BSc QTS

26<sup>th</sup> February 2014

### Communicating with school.

Dear Parents,

We want to ensure that we communicate effectively with you through the following means:

- Letter, all letters are archived on the website under Schoolcomms
- Newsletter
- Governor Newsletters
- Website (music and sport, class blogs, information for parents)
- Twitter for short messages (available to view on the website, you don't have to be on Twitter)
- Verbal messages through the children; we need to encourage this life skill.

We also want to make sure you can communicate with us.

**Phoning School:** *(we currently have a problem with our phone system , we are down to one incoming line, but this will be rectified with our new phone system at Easter)*

- Office staff are available from 8.30 until 4.15pm for general enquiries.
- You may phone to report an absence, 24 hrs a day, and leave a message on the absence line.  
**Please don't e-mail absence as e mails are not dealt with by 8.50** in time for the registers which are taken at 9.00am. We check the phone absence line immediately and mark registers accordingly. If we have not received a message on the phone absence line, your child will be marked absent and you will be contacted to ask where your child is.
- Please don't e-mail important messages that need to be dealt with immediately, such as requesting your child does not do PE that day, or telling us your child does not feel well that day and to keep an eye on them. These messages are important to your child's well being and need to be with the class teacher by 8.50am as they receive children into class. Therefore, you will need to hand write a note for your child to give directly to their teacher.
- **During the day:** We will always do our best to pass on important messages to children. However, increasingly some parents are phoning frequently with messages which are not essential. We cannot guarantee to pass messages on to children if the call is made late and children may have already left, therefore it is essential that children know what to do in the case of a change of plan at home time.
- **E mail:** You may e-mail office staff with routine enquiries if you feel the information you require is not available elsewhere, such as in the archived letters, website, Music , Sport and Class Blogs etc..
- If you contact class teachers or Mrs Kilpatrick, by phone or e-mail **[admin@bernardsheathjnr.herts.sch.uk](mailto:admin@bernardsheathjnr.herts.sch.uk)**, they will endeavour to respond to you during that school day, or by the next morning, usually by phone.

I hope that clarifies for you the best way to ensure that your communication with us is dealt with promptly and effectively. Many thanks for your support.

Sian Kilpatrick  
Headteacher