

## Tayvallich Primary School Communication Protocol

If you have messages or information that you need to share with school you must use the following channels to do this:

### Absence:

If your child has an unplanned absence from school (for example due to illness) we require you to let us know this and the reason for the absence, either by telephoning the school office on 01546 870220 and speaking to someone or leaving a voicemail or by sending an email to [enquiries-tayvallich@argyll-bute.gov.uk](mailto:enquiries-tayvallich@argyll-bute.gov.uk), before 9.00am on the day of the absence.

If your child is going to be off for a planned absence (for example a medical appointment or family holiday), please telephone or email about this with as much notice as possible.

### Any other information:

If you need us to know about any changes in your child's life that may affect them at school or have any other questions or queries, please call 01546 870220 or email: [enquiries-tayvallich@argyll-bute.gov.uk](mailto:enquiries-tayvallich@argyll-bute.gov.uk)

### Emergencies

If there is an emergency situation during the school day affecting your child and we need to contact you, we will do so using the contact detail that you have provided us with in the annual data check (collected August 2025).

It is the responsibility of the parent/carer to keep us informed of any changes to contact details throughout the school year.

### Drop off and pick up times.

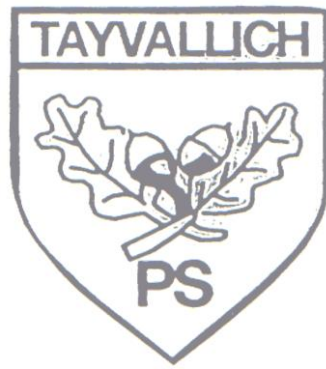
Please be aware that the school is not staffed or open to pupils until 9am and that pupils are not supervised by school staff if they are dropped before this, except where a different arrangement has been approved in agreement with school transport or Child Planning Processes. Class teachers take responsibility for pupils at 9am when each class teacher (or a designated staff member) welcomes pupils into school through the main school door.

Parents and carers are very welcome to wait in the playground to supervise their child if they arrive before 9am.

At the end of the day, class teachers bring pupils out to the playground through the main door and ensure that they are collected by a designated adult or get onto school transport.

Whilst staff love to see family members and chat where possible at morning drop-off and afternoon pick-up, it is not a time when important information should be passed on as there is a risk that it will not be passed on to the person who needs it.

Please be aware that our reception is staffed as per below and calls or emails to [enquiries-tayvallich@argyll-bute.gov.uk](mailto:enquiries-tayvallich@argyll-bute.gov.uk) can be monitored during those times:



## **Visitors – WELCOME**

**Our reception is open as follows:**

**Monday: 8.30am to 11.30am & 1.00pm to 3.15pm**

**Tuesday: 8.30am to 11.30am & 1.00pm to 3.15pm**

**Wednesday: 8.30am to 11.30am & 1.00pm to 3.15pm**

**Thursday: 8.30am to 9.15am & 1.00pm to 3.15pm**

**Friday: 8.30am to 9.15am & 1.00pm to 3.15pm**

**Please ring the bell if you are visiting during these times. You will be asked to sign in and show identification if required.**