

## 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 questions or queries about something that has happened or is going to happen in school, please contact me by phoning 01546 605049 to speak with Lena Carter or leave a voicemail, or email [lena.carter@argyll-bute.gov.uk](mailto:lena.carter@argyll-bute.gov.uk).

I will always endeavour to respond to you within 2 working days and ensure that key information is shared with other staff as required.

### Emergencies

If you require urgent assistance or have an emergency involving your child during the school day, please be aware that school may not be able to respond immediately.

Please consider calling your GP, the emergency services or Children and Families Social Work for help.

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 details that you have provided us with in the annual data check (last collected August 2023). It is the responsibility of the parent/carer to alert us immediately if any of these details change mid-year.

### Drop off and pick up times.

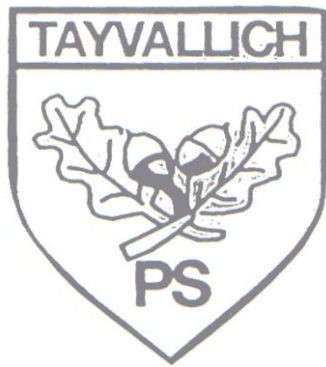
Please be aware that the school is not staffed or open to pupils until 9am and that pupils are not supervised by school staff if they are dropped before this, except where a different arrangement has been approved in agreement with school transport or Child Planning Processes. Class teachers take responsibility 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.

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.

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.

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: 8.30 to 11.30 and 1.30 to 2.30pm

Tuesday: 8.30 to 11.30 and 1.30 to 2.30pm

Wednesday: 8.30 to 11.30 and 1.30 to 2.30pm

Thursday: 8.30 to 11.30 and 1.30 to 2.30pm

Friday: 8.30 to 11.30 and 1.30 to 2.30pm

Please ring the bell, which is on the panel on your left, if you need to visit during these times. You will be asked to sign in and show identification if required.

At all other times, access to the school by visitors will be by appointment only. Please do not ring the bell as no-one will be able to answer. We are not being rude, just busy with learning!