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# *Rolph Church of England Primary School and Nursery*



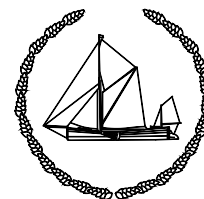
Acting Headteacher: Ms Catherine Bickersteth

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Friday 8<sup>th</sup> January 2021

Dear Parents and Carers,

I am writing to you to provide an update on the best ways to get in touch with the school.

Your main point of contact is your child's class teacher or the school office. You can contact your child's teacher on Class Dojo. During lockdown, this is the easiest way to contact the teacher. However, if necessary, you may email the school office, so that the email will be forwarded to the teacher.

The school office can be contacted on: -

Email – [admin.rolph@dcvst.org](mailto:admin.rolph@dcvst.org)

Telephone – 01255 861317

The office is normally staffed between 8:30 and 3:30; during busy periods and outside of our opening hours an answer machine is available for you to leave a message and Mrs Johnson or Ms Morris will get back to you as quickly as possible.

You will need to liaise with the school office for: -

- Attendance; to tell us if your child is unable to come into school
- School Lunches; if you have a query or are unable to book a meal via School Money
- School Opening Arrangements; you may have questions about our opening times, or requesting places, particularly during the pandemic
- Medical issues; if your child has medicine that they need to take during the day
- Anything related to Covid-19; for example, if your child is self-isolating or received their test results
- Requests to attend school during the lockdown, or changes to places already booked
- School admission queries

Class Dojo is a great way to communicate with class teachers. I would recommend you using this if you have any queries about remote learning. Please be aware that teachers may not be able to respond to your messages straight away, they might be with children in school, delivering lessons remotely or marking. Do be assured that they will get back to you as soon as they can.

If you have an urgent message then please contact the school office, who will do their best to help you.

Wishing you all a happy and safe weekend.

With kind regards,

Lisa Webb

Business Manager

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