

## There are times when you need to contact School. This is how we will help you contact the right person.

If the pupils is absent from school.

Contact reception at school, we will make a note of the reason and send the information to class staff for registration purposes.

You have a concern around class:  
Timetable, Lessons, Progress, Educational visits

Ring reception and we will make arrangements for Class teacher to contact you at the end of the school day.

You need to collect your child from school.

Contact reception at school we will send a message to class. You may be asked to collect from main reception or pupil entrance. On arrival at pupil entrance please use intercom to contact reception.

If you need to send short term medication in to school.

Please ensure that medication is sent in original pharmacy packaging. It must also have the pupil name and address on the medication. Please also ensure you have contacted class teacher via Dojo to let us know that it has been sent in, and the reason the medication has been prescribed. Medication to be given for more than one day will require a medical consent form to be signed.

If you have changed your contact details.

You can send this information to school via Dojo to the class teacher who will pass it along to admin. You may wish to request a new data form from the school clerk, or if you prefer send in a sealed envelope for the attention of The School Liaison Officer who will update all records as appropriate.

Strand Annealing Lane  
Ebbw Vale  
Blaenau Gwent

Phone: 01495 357758  
E-mail: [schooladmin@penycwm.com](mailto:schooladmin@penycwm.com)

**PEN-Y-CWM SCHOOL**



## Communicating with School

***To be recognised to be outstanding in everything we do.***

**These are the most frequent reasons we at school would need to contact you as a parent or carer of a pupil at Pen-y-Cwm.**

If a pupil is ill or has had an accident.

Class staff will report to the school receptionist. Phone numbers provided to school will be used as identified by parents/carers.

Parents/Carers are expected to make provision for the pupil to be collected from school where required.

If there has been a behavioural incident.

In the first instance the class teacher/team will make contact via Dojo. Increased levels of concerns would trigger a phone call from the class teacher at the end of the school day. In a very small number of urgent cases an immediate call may be made by the receptionist if we require the pupil to be collected from school.

Pastoral Concern Raised.

In the first instance the class teacher/team will make contact via Dojo. Increased levels of concerns would trigger a phone call from the class teacher at the end of the school day. In a very small number of urgent cases an immediate call may be made by the receptionist if we require the pupil to be collected from school.

Changes to routine or activities.

Class staff will inform you of any changes via the Dojo.

Request for dinner money.

Dinner money should be paid via Parent Pay. If monies are owing the School receptionist will send a school text to parents/carers, a follow-up phone call will be made. This will escalate to a letter being sent home and parents/carers will be requested to provide a packed lunch until payment is received.

Request for class funds and permission slips.

Letters for trips or consent for activities will be sent via the School Dojo and paper copies sent home with pupils. Consent can be given on the app or by returning the slip on the letter.

All Class funds should be paid via Parent Pay.

Pupil equipment, medication and personal care items.

Class staff will request items needed for pupil participation and activity via Dojo. Medication required during the school day will need to be delivered to school, the school nurse will phone in this case.