



St Mary's Communication Companion

Scenario	Communication Arrangement	Contact details
My child is too unwell to come to school.	- Contact the school office via telephone before 9:30am on the first day of absence. - You can leave a message on the pupil absence voicemail with the details of the illness.	0191 4205828 ✓ Voicemail – Option 1
I have a concern about whether my child is well enough to be in school and would like to discuss this with someone first.	Contact the school office via telephone from 8:30am and discuss the situation with our office staff in the first instance.	0191 4205828
I need to update my child's personal information medical information, change of address or telephone number etc.	- Update personal information using the Arbor app. - If you require further assistance, contact the school office via email or telephone.	Arbor App (https://stmw-bwcet.uk.arbor.sc/) ✓ info@stmw.bwcet.com 0191/4205828
I have a non-urgent question about school routines/ arrangements.	Please send an email via the school's office inbox or catch the class teacher on the yard at the end of the day.	info@stmw.bwcet.com
I need to know when events are happening.	- A weekly News Bulletin will be emailed to all parents/carers who have provided us with an email address. - It can also be found on the school website: https://stmaryswhickham.bwcet.com/parents/letters-newsletters/ - Key dates will be communicated on the News Bulletin at the start of each term. - Key dates for the upcoming week will be noted at the top of the News Bulletin each week.	Weekly News Bulletin
I want to know specific arrangements about my child's class (e.g. homework, PE day)	- An overview of key information will be communicated at the start of the year at a 'meet the teacher' session. - Any changes will be communicated via the News Bulletin or by email throughout the year. - The class teacher will send a weekly email to all parents/carers via Arbor with weekly home learning tasks and other information specific to your child's class.	Weekly News Bulletin ✓ Weekly class teacher email
I want to: - pay for my child's lunch - pay for a school trip - sign-up for a club - give consent for a school activity	- Signing up for school activities, giving consent and making payments will all be done through Arbor. - If you require further assistance, contact the school office via email or telephone.	Arbor App ✓ info@stmw.bwcet.com 0191/4205828
My child has lost some property.	- Please send an email to the office inbox with the details of the lost property and we will try to get this back to you. - All named items/objects should be returned without you needing to contact us. - At the end of each half term (or as required) we put unclaimed lost property out on the yard during pick-up times for parents/carers to view and reclaim.	info@stmw.bwcet.com
I have an urgent or serious concern to discuss with my child's class teacher or a school leader.	Contact the school via email, phone or in writing outlining the nature of your concern. You will receive a prompt response from the most appropriate member of the staff team to deal with this matter.	info@stmw.bwcet.com 0191/4205828 ✓ St Mary's Catholic Primary School, Duckpool Lane, Whickham, Newcastle-upon-Tyne NE16 4HB