



Court Lane Infant and Junior Schools



Home School Contact Guide

School Offices, Arbor App and Portal

Infants: 02392 378890

inbox@courtlaneinfant.chimat.uk

8.20am – 3.30pm

Juniors: 02392 375444

admin@courtlanejunior.chimat.uk

8.00am – 4.00pm

For questions about school events, admissions, medical needs, uniform, general information, or to get in touch with a specific member of staff, please contact the School Office. They will make sure that your query gets to the best person to answer it and resolve swiftly.

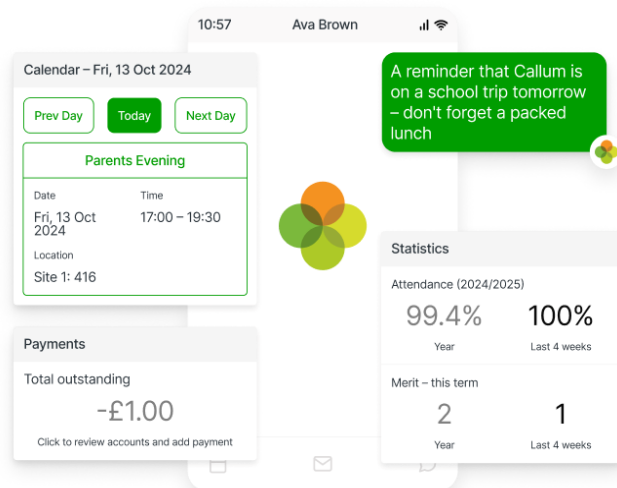
We publish information on both websites www.courtlaneinfant.chimat.uk and www.courtlanejunior.chimat.uk.

When **calling** the school, please avoid our busiest times at the start/end of the school day for non-urgent enquiries, as staff are focused on pupil arrival and departure.

When **emailing** the school, please include all relevant information, including your child's full name, class, and the teacher you wish the message to be forwarded to (if known).

This year we have the Arbor app which we will also be using to keep you up to date with events. You can use the app and portal for a range of tasks:

- Same day absence reporting
- Update you contact details
- Manage your child's consent (portal only)
- Pay for trips and visits
- Order school meals
- Book places for Junior Breakfast Club (Free)
- Book appointments for parents' evenings
- Book tickets for school performances
- View your child's attendance.



How your child's Class Teacher can help

For questions or concerns regarding your child's academic progress, classroom behaviour, friendships, homework, or daily routines, please contact your **child's Class Teacher** as the first point of contact.

In person: At pick up and drop off for brief messages or to arrange a time to speak privately. You can also arrange a meeting by emailing the School Office. There is also at least one session each term to Meet the Teacher/Drop In/book a Consultation Evening.

By telephone or email: Please contact the School Office and they will pass on to the Class Teacher.

Each Year Group has a dedicated Year Leader. If your query or concern relates to wider matters across the classes or has not been resolved fully by the Class Teacher in the first instance, they are the next person to help.

Tapestry is a learning platform in use at the Infant School. Please do not use this for anything other than celebrating/sharing learning. Using Tapestry for communications or requests beyond this will delay resolution as the class teacher will need to redirect you to contact the school office.

How Senior School Leaders can help

For serious concerns that have not been resolved through the above channels, or for matters relating to the overall school management and policy, a member of our Senior Leadership Team can help.

We are available in person each day during drop off at the school gates, and the School Office will forward any emails or requests for phone calls/meetings to the relevant Senior Leader.

When can I expect a response?

Phone calls: If parents need to speak to a specific member of staff, they should email the School Office and the relevant member of staff will contact them within three working days. If this is not possible (due to teaching or other commitments), someone will respond to schedule a phone call at a convenient time. We aim to make sure parents have spoken to the appropriate member of staff within five days of your request.

Meetings: If parents would like to meet with a specific member of staff, they should email the School Office. We try to schedule all meetings within five working days of the request. However, it may be longer than five days before the meeting takes place.

Emails: Parents should always email the School Office in the first instance. We aim to acknowledge all emails sent to these addresses within one working day, and to respond in full (or arrange a meeting or phone call if appropriate) within five working days.

Tapestry (Infants only): Tapestry is best for sharing learning. It is not a day-to-day communication channel and should not be used for messaging. We recommend getting in touch directly with the Class Teacher or School Office. For emergencies, please contact the School Office immediately. We will always prioritise our responsibilities to children and their care, and appreciate your patience whilst we attend to them first.

Why is the person responding to my email different to the person I addressed it to?

We want your query or concern to be resolved quickly and thoroughly. Sometimes the person it is addressed to isn't best placed to do this and you would therefore hear from a different staff member than you were expecting. If you see someone else cc'd in, this person won't be a direct contact but is being included because it is helpful for them to know what is being discussed as well.

How will the schools get in contact with me and keep me up to date?

Emails

- Upcoming school events, trips, visits
- Unscheduled school closures (e.g. snow)
- Newsletters, surveys or consultations
- Class activities or teacher requests
- Consent forms

Paper copies of letters

- Where a reply slip is required
- Minor medical or welfare information
- Curriculum information or reports.

Telephone Calls

- On the first day and subsequent days of an unreported absence
- In the event of a child being unwell or suffering a serious injury.
- Updates from teachers that cannot be addressed at the start / end of the day

In Person

- Termly parents' evenings
- Curriculum workshops and learning showcases