



Collace Primary School Communications Guide

This guide explains:

- The channels the school uses to communicate to parents/carers.
- How you can contact the school directly.
- Guidance on how to report absence, sickness and other updates you need to inform the school about.



01250 871420 collace@pkc.gov.uk

These are the main ways to contact the school and there will always be someone to respond from 8:45am to 3:00pm.



Email is used to communication information about trips, events, news and important messages.



An app where teachers will share photos, videos and information about your child's learning in school so you can comment and interact with their learning.



Groupcall

Texts or emails sent to you to communicate school closures, adverse weather and emergencies.



The school website: blogs.glowscotland.org.uk/pk/collaceps/



Online tool linked to your child's P&K school database record to review data checks, update contact info & view attendance.



ParentPay

A platform for making school meal/trip payments and hosting digital consent forms.



Short Term Absence (including illness)

- Parents must notify the school when their child is absent and provide a reason for this.
- If your child is to be absent from the school for any reason, please contact the school on **01250 871420** as soon as possible on the morning of the absence and before 9.30am. Please do not use Learning Journals to communicate absence.
- If there has been no parental contact by 9.30am staff will attempt to contact home. This is normal procedure across Scotland.

Lateness

- If your child is going to be late for school in the morning, please call us on **01250 871420** to let us know their lunch choice for that day as we report to the kitchen with our selections by no later than 10:00am.
- Children that arrive to school later than 9:15am will be marked on our attendance system as late.

Planned Absence

- If you are going on a family holiday during term time, please email the school office at collace@pkc.gov.uk with the information and dates.
- Holidays during term time will be marked in the school attendance system as an unauthorised absence. This will be done even if you have told the school you intend to take your child on holiday.

Medical/ Healthcare Appointments

- Please let the school know in advance (where possible) about any medical or healthcare appointments that will occur during school days by emailing the office at collace@pkc.gov.uk or calling **01250 871420**.
- Should a pupil need to leave school during the day (e.g., to attend a hospital appointment), you must provide an explanation to ensure that the school knows the time that they will be collected, who they will be collected by and at what time they are due to return.



Change of contact/home address details	<ul style="list-style-type: none">• It is essential that the school has current contact details for parents/carers and other emergency contacts.• Please contact the school immediately by email to collace@pkc.gov.uk or phone 01250 871420 if these details need to be updated.
Transport and Collection of Pupils	<ul style="list-style-type: none">• If you are running late for collecting your child from school, please call the school office before 3:00pm on 01250 871420 to let a member of staff know and what time you are likely to arrive.• If your child is being picked up by someone else after school other than the authorised adults on our records the school office must be informed by email to collace@pkc.gov.uk or phone 01250 871420. This is to ensure your child's safety.• If your child will not be getting on the bus to be transported home after school, you must contact the school office at collace@pkc.gov.uk or phone 01250 871420 to let us know of the alternative arrangements.• If you would like to make a change to authorised adults listed to collect your child, please contact the school office at collace@pkc.gov.uk or phone 01250 871420.
Contacting School Staff	<ul style="list-style-type: none">• Our Headteacher Ms Donaldson and Principal Teacher Mrs Hamilton can be contacted by emailing collace@pkc.gov.uk or phoning 01250 871420.• The school office can always be contacted by emailing collace@pkc.gov.uk or phoning 01250 871420. You can contact staff by emailing or phoning the school office and if you would like a meeting with staff that can be organised through the school office.
Contacting the CSA	<ul style="list-style-type: none">• Message Cathy Marsh (Treasurer) on 07791 008955 or message the CSA What's App group.