

What to do if.....

Your child is going to be absent from school

Contact the school (01280 846323) on the morning of the first day of absence preferably before 9.15am.

You should **contact the school on each subsequent day** until your child returns to school. Upon return a letter is required addressed to his/her Form Tutor explaining the absence.

You need to take your child out of school during the school day

A letter is required stating why it is necessary for your child to miss part of the school day, e.g. dental appointment and needs to be addressed to the Form tutor. Your child must remember to sign out and in at Student Services.

You want to contact your child's Form Tutor or Leader of Learning or PSA

If you need to contact us urgently call the school number 01280 846300.

If you wish to speak to a member of staff immediately regarding your child please contact your child's PSA (Pastoral Support Adviser) using the main number.

It may not be possible to speak to your child's Form Tutor or Leader of Learning immediately but if you leave a message they will contact you as soon as possible or you can email your child's form tutor or Leader of Learning – email addresses are available on our website.

Your child has forgotten his/her lunch

Your child may call home to ask if it is possible for someone to bring in his/her lunch.

Should you bring a packed lunch that your child has forgotten into school, we suggest this is brought in by 12 noon to reception. This allows enough time for your son/daughter to be located before school breaks for lunch.

Your child is feeling upset or feeling bullied

Please either email or telephone your child's PSA via the school's main number, 01280 846300.

You wish to contact your child's teacher

Please email your child's subject teacher with any queries or concerns you may have. Staff email addresses are on our website.

You wish to help your child improve their work

Talk to your child about their work. Please look at their book with them and follow the teacher feedback.

You are unsure what the grades/scores mean on your child's profile

Please follow the link below:

<http://www.magdalen.northants.sch.uk/cms/assets/documents/curriculum/profile-letters-y7-11.pdf>

Your child needs to contact you during the day

In an emergency your child may use the school reception phone during break or lunchtime in an emergency. Pupils must not use their mobile phones during school time other than at break or lunchtime.

School Reception is open between the hours of 8:15am and 4:15pm.

You need assistance with the purchase of School Uniform

Parents for whom purchase of school uniform is likely to cause financial hardship should contact Mrs J Creasey, Business Director on 01280 846313 for information about obtaining assistance.

You need assistance with Free School Meals and Transport

If you are in receipt of one of the following benefits you may be eligible for assistance with free school meals:

- Income Support
- Income Based Job Seekers Allowance
- Child Tax Credit Only
- National Asylum Seekers Support
- Guarantee Element of the State Pension Credit
- Employment and Support Allowance (income related)

If you are receiving the higher level of Working Tax Credit you will not be eligible for Free School Meals, however you may still be eligible for assistance with school transport.

Please contact the Northamptonshire County Council teams for more information and guidance.

Free School Meals Team—01604 236656

Free School Transport Team—01604 364388