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Pennaeth - Melanie Ferron-Evans B.A.(Joint Hons) MSc. N.P.Q.H - Headteacher

15th May 2024

Dear Parent/Guardian

Important update on Communication to and from school

This term there have been a number of changes to our communication channels in school as outlined below.

New Telephone System

At the start of term a brand new telephone system was installed across the school. As a result there is a new absence line.

- Please press 1 for all absences, including lates and medical appointments.
- Please Press 2 to speak to the main office for all other enquiries.

Medical Appointments

Wherever possible please provide advanced notice, via the main office, to notify us if the plan is to collect your child from school for a medical appointment.

In the case of an emergency appointment please call the school as soon as you know so we are notified beforehand. This helps to ensure that your child is ready for collection. It also safeguards your child as we can sign in and out of the school office accurately.

Please note that in order for medical absences to be authorised evidence should be provided in the form of an appointment letter or card. This can be sent via the school office or emailed to the school mailbox mailbox@rhiwabon-high.wrexham.sch.uk

All School Letter/Correspondence in Parent App

In line with many schools, we are moving towards a paperless system. Important letters and correspondence will be emailed and wherever possible followed with a text. Communication will also be available to view via our School and school website.

To ensure we have up to date family information please check that we have

- Your email address
- Mobile phone numbers including at least one emergency contact number
- Download the Parent App on your phone - <http://schoolsays.co.uk/rhiwabon>

ParentPay – Cashless Office

To streamline efficiency in the office all school trips and events will be paid for via ParentPay. Items such as school ties should also be purchased via this method. ParentPay letters to activate student accounts can be printed on request from the school office.

Thank you for taking the time to read this important information. All the points in the letter outline quicker, more efficient ways of communication to support you and your child. Up to date Family information is vital to ensure that we can contact you in an emergency.

Thank you for your support.

Yours sincerely

A handwritten signature in black ink that reads "M. Ferron-Evans". The signature is written in a cursive style with a large initial 'M'.

M Ferron-Evans
Headteacher

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