

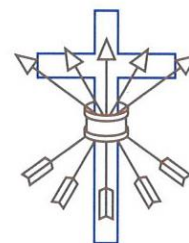
WADDESDON CHURCH OF ENGLAND SCHOOL

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Headteacher: **Matthew Abbott**



Friday 27th May

Dear Parent/Carer

In order to manage the high number of calls we receive and to better serve our community, the telephone system in school has been updated. From 6th June 2022 you will have the option to select the extension applicable to your enquiry. The options you will hear are shown below with a brief description:

Extension 1 – Student Absence: select this option if you are reporting that your child is unwell or will be arriving late or leaving early for an appointment. It is important that you leave the full name of the student, the form group, reason of absence and the name of the person leaving the message.

Extension 2 – SENDCo: use this option to speak directly with the SENDCo.

Extension 3 – Finance: use this option for any enquiries regarding payment for school trips, lost bus passes, lockers, school shop payments and ParentPay queries.

Extension 4 – Facilities: this option is for external suppliers.

Extension 5 – Exams: this option is for any questions regarding exams, exam timetables and GCSE/A Level certificates.

Extension 0 – Reception: this option is for all general queries relating to the student that do not fall into one of the above categories.

We expect that this more effective way of responding to you will enable us to give an even more efficient service.

Yours sincerely,

The Thorp Office