Contact information – who to contact and how

School office contact details: 01225 421912 | office@moorlands-school.com

Moorlands Schools Federation, Chantry Mead Road, Bath, BA2 2DE

Question / Query / Information	Who to contact	Timeframe for a response
My child's: • Learning/progress/attainment • Wellbeing • Behaviour To request for a meeting with your child's class teacher	Child's class teacher, **via Class Dojo**	Up to two school days for acknowledgement, then up to five school days for more detailed response if needed.
To report your child absent	Please phone or email the school office before 9:15am, or as early as possible.	n/a
• Family emergencies • Urgent changes to medication • Changes to who is collecting your child at the end of the school day	School office	n/a
• After School Clubs • Payments / Parent Pay • School lunches • Trips • Lost property	School office	Up to two school days
Wraparound: Breakfast and After School	Booking: https://moorlandsschool.ipalbookings.com/ Queries: School office	n/a Up to two school days
Safeguarding or welfare concerns	School office, **FAO Safeguarding Team**	As soon as possible, within two school days.
Term time absence requests	School office, for more details and correct procedures	Up to two school days for acknowledgement, then up to five school days for response.