



LATHALLAN SCHOOL COMMUNICATIONS

Activity Calendar

Planned activity for the term is contained in the calendar sent to parents within the first week of each term. This information is also replicated **and supplemented** on the School website. The calendar also provides a list of Lathallan School Directors, school contact numbers/e-mail addresses, details of all Teaching staff, Administrative and Medical staff, Visiting/Music staff, information on school bus services and other items of general information.

School Office

The school office is your first point of contact for any enquiry relating to the school or your child. If unable to answer the enquiry themselves they will contact the person who can on your behalf. They are contactable on 01561 362220 or email to office@lathallan.org.uk. The office is manned 8am to 6.15pm Monday to Friday (term time) and 9 am to 4pm (holidays). The school is completely closed Christmas and New Year week. Out of core hours, an answering service operates directing the caller to a variety of extensions depending on the nature of the call. Messages may also be left on the service if required. Core hours in the Nursery are 7.30am – 6.00pm. Nursery staff can be contacted on the direct line 01561 362245 or on the main School number 01561 362220.

Channels of Communication

If your child is a day pupil and you wish to get a personal message to them during School hours, you are advised to call the School Office on 01561 362220 and leave a message with the School secretary. Alternatively, you can e-mail to office@lathallan.org.uk.

If your child is a day pupil, but staying late at the School for an activity and you need to get a message to them, you are advised to try the School Office number first, You may also send an e-mail on office@lathallan.org.uk. Out of hours call Matron on 01561 362220 Ext 1.

If your child is boarding and you wish to get a message to them during the evening, please call Matron's extension as indicated above.

If you wish to contact one of the teaching or support staff at the School, please call the main School Office number or e-mail for the attention of the person concerned on office@lathallan.org.uk.

If you wish to communicate with the School on an issue relating to your child's education, you are requested to speak to your child's form teacher in the first instance either by telephone, in writing, or by e-mail to office@lathallan.org.uk.

Thereafter all parents are welcome to speak to the Head of School. In the case of specific issues please arrange to speak to Head of Junior School Mr Ferrier, Assistant Head Mrs Collins, or for Senior School, Mr Lyall or Mr Hossick.

Thereafter, should a parent wish to do so, they may write in person to the Headmaster.

School Closure

The school will operate normally whenever possible and only resort to closure in exceptional circumstances when conditions are such that the health and safety of pupils, parents and staff are at risk. Any decision to close will be made, where possible, before 7am. On occasions it may be necessary for school to close during the school day, i.e. if the weather is deteriorating. With this in mind please ensure we have up to date emergency contact information at all times.

We use the Aberdeenshire School's Telephone Information Service. This service is for use by Lathallan School and Nursery parents, children and staff and will provide all with up to date information regarding any school closure whether due to severe weather, power or water failure or local/national emergency. Information will also be posted on the website, on Facebook and on our Twitter feed as soon as it is available. The service is quick and easy to use and is accessed by calling 0370 054 4999 where you will be asked to enter the School's personal pin no. 022830. You will then be prompted to enter 1 for Severe Weather Information or 3 for General School Information. If you wish to contact the school please do not leave a message on this service but call the office number 01561 362220.

We also have a system called Textlocal which will allow us to send a short text to all parents for whom we have a mobile number. The text will be used for smaller groups i.e. specific bus route users to advise the service has been cancelled or is running late.

Change of Parents Address/Telephone Numbers

Contact email addresses and telephone numbers will be taken for the parents/guardians of all pupils at Lathallan School on registration of the child at the School. However, the School requests that any changes, either to contact names, addresses, telephone numbers and email addresses are advised to the School without delay.

Parent Contacts/Class Reps

In order to promote friendships amongst parents and to offer new parents the opportunity to speak to someone who might be able to answer any day-to-day questions that they might have, Class Reps have been established. These volunteers will hold occasional social events and be a friendly voice at the end of the phone if you have any questions about run-of-the-mill aspects of the School. Please speak to your Form Teacher if you do not know who your current Class Rep is. Each Class Rep will put together a contact listing for their respective classes. Your permission will be sought for your details to be included on that class list.

Newsletters and Social Media

A newsletter is produced fortnightly and is a great source for information and items of interest and is sent out by email. This is supplemented by Facebook and Twitter accounts.

Grievance/Complaints/Concerns Procedure

Lathallan School welcomes suggestions and comments from parents, and takes seriously complaints and concerns that may arise. A leaflet produced in accordance with the 'Scottish Independent Schools Guidelines for Complaints Procedures' is available on this website and is a guide for parents with children at Lathallan who may wish to raise an issue. Care Commission Contact Details are as follows: Johnstone House, Rose Street, Aberdeen. AB10 1UD. Telephone: 01224 793870