



Education Resources
Executive Director **Tony McDaid**
High Mill Primary School
Head Teacher: **Kirstine McDonald**

14th January 2022

Dear Parent

School Telephone System

Today our phone system has been updated. Now when you telephone the school you will hear the follow:

- A welcome message followed by 2 automated options
 - **Option 1** is to leave details of a child's absence on our new answer service. These are only accessed by our office staff.
 - **Option 2** is to speak with a member of the school office staff.

When leaving details of a pupil absence, we ask that you leave the child's full name, class, reason for absence and their anticipated return date. By leaving an expected return date, you will reduce the number of texts or calls you receive from the office regarding your child's absence.

Our existing answering machine will be turned on when the staff are supervising playtimes, pupil lunches and having their own breaks. This is generally at the following times:

- 10:30am-11:10am
- 12:15pm-1:30pm
- It is also turned on outwith school hours.

Previously only 1 of the school telephones could ring with incoming calls and we have had this updated so that both can ring simultaneously. We are hopeful that this will further enhance communication.

Thank you for your continued support.

Yours sincerely

Kirstine McDonald
(Head Teacher)

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