



If you have a question...

It is extremely important to us that we work in close partnership with our families. We understand that excellent communication between home and school is key to success. It underpins positive wellbeing for all. We strive to make contacting the school as easy as possible. Please email or call us with any questions. Our Office staff will organise the most suitable member of staff to contact you.

Email us	Kinghenryviii319@schoolsedu.org.uk	
Call us	Primary site 01873 735010 <i>Option 1: Pupil absence</i> <i>Option 2: Finance department</i> <i>Option 3: School office</i>	Secondary site 01873 735373 <i>Option 1: Pupil absence</i> <i>Option 2: Finance department</i> <i>Option 3: School office</i> <i>Option 4: Sixth Form pupil absence</i> <i>Option 5: Wellbeing Team</i> <i>Option 6: PE office</i>
Follow us on twitter	@KingHenrySchool	
Visit our website	https://www.kinghenryviii3to19school.co.uk	
Ask a question via our school website	Click 'Ask a Question' on the top right of the website home page	

The school will endeavour to acknowledge your communication within one working day and at most within three working days. If the nature of the question means that longer is needed to provide a full response, the school will still endeavour to send an initial acknowledgement within these timeframes.

I have a general question about the school	Email us or call us (choose option 3) and our office staff will help you. Click 'Ask a question' on our website.
I have a question about the curriculum and pupil learning	Email us or call us (choose option 3). <i>Our office staff will organise the most suitable member of staff to contact you.</i>
I have a question about my child's wellbeing, attendance, or other pastoral matters	Primary: Email us or call us (choose option 3). <i>Our office staff will organise the most suitable member of staff to contact you.</i> Secondary: Email our Wellbeing Team (KHSWellBeingLeaders@khs.schoolsdu.org.uk) or call us (choose option 5).
I want to find out what my child's current attendance is	Primary: Email or call us (choose option 3). Secondary: This is available on the SIMS Parent App.
I want to find out the number of merits my child has or how they have been behaving in school	Primary: This is available on Class Dojo Secondary: This is available on the SIMS Parent App. <i>Please email us if you need help with this.</i>
I want to view my child's timetable (secondary)	This is available on the SIMS Parent App.
I need to inform the school of a change to my contact details	Primary: Email or call us (choose option 3). Secondary: You can update your contact details on the SIMS Parent App. <i>Please email us if you need help with this.</i>
I want to find out about upcoming school events	We will update you about upcoming events by email. All letters are also made available on the school website. You can email or call the school for clarification.
I want to stay up to date with school news	We publish a school newsletter every month. Our twitter account is regularly updated.
I want to find out what progress my child is making	Email us or call us and we will arrange for the most appropriate person to contact you (choose option 3). Each academic year you will receive pupil reports and be invited to parents' evenings.
I want to find out more about how to support my child with their learning	Primary: Email us or call us (choose option 3). <i>Our office staff will organise the most suitable member of staff to contact you.</i> Secondary: Email our Wellbeing Team (KHSWellBeingLeaders@khs.schoolsdu.org.uk) or call us (choose option 5). We hold regular Information Evenings which are publicised in advance.
I need to inform the school that my child is unwell and cannot attend school	Please call us and leave a message (choose option 1).
I need to inform the school of a medical appointment that is taking place during the school day	Please email us. Primary: Please collect your child from the school office. Secondary: Please collect your child from the school office. Your child will need to sign out.
I want to request to request term time absence for my child	Please complete the term time absence form and email it to us. This is available on our school website and by clicking here .
I am not happy with the school's actions in a particular area	Please email us/call us so we can try to resolve your concern. We work hard to do this. Please use our Complaints Policy if your concern has not been rectified. This is available on our school website.
I have a suggestion to improve an area of the school	The school holds a number of 'Senior Leadership Team Open Door Sessions' throughout the academic year. These are publicised in advance with details of how to book an appointment.

Please do not share issues or concerns on social media. Sharing concerns on social media rarely allows them to be successfully rectified, can exacerbate situations, and goes against our Communication Policy.