



**Find what you need and get your questions answered instantly and learn all about the school.**



**Website**

Your go-to channel for general and formal information about the school.



**ParentMail**

An avenue we use to share information like "What's on next week", send out forms for parents to fill, make a payment or alert you to a particular event.



**Calendar**

An overview of dates, events and holidays across the academic year.



**Parent Portal**

A menu with everything parents need, from reporting child absence, Padlet, admissions, hot lunches, extra curricular clubs, music lessons to Wrap around care and more.



**Teaching and Learning**

Learn more about:  
**Our Curriculum** – prepares children for life and covering key National Curriculum subjects.  
**Our vision** - what we stand for and how we incorporate it into how we teach.



**News and Events**

Find out more about what the different year groups are doing through blogs, events and newsletters to keep you updated on what the children and school have been up to.



**Safeguarding**

A comprehensive section of our safeguarding policies, how we embed this within the school, how we support children and parents; along with the safeguarding team members available to help.



**How we will contact you. This is a short guide on what, where, when and how we will contact you.**



**ParentMail**

Our primary method of communication. Please check these regularly. We send these out in the form of an email that will sometimes require you to fill in a form, make a payment or alert you to a particular event.



**Phone**

Clarify absences, invite families/carers to meetings, arrange sickness/suspension collections and celebrate exceptional achievements.



**E-mail**

VIP emails directly from class teacher. We will reply to emails that have been sent in or if we have a personalised response to a query. Our aim is to do so within 48 hours. If you need an immediate response, email is not the appropriate method of communication.



**Text**

As a last resort when contact by phone is not possible or safeguarding purposes. Sent from the office to clarify the reason for an absence and used if the school needs to send out an urgent message.



**How you can contact us. If you need something else? Please reach out using the below methods.**



**Face to face**

Sometimes things are best discussed in person and our class teachers, SENCo and SLT are more than happy to arrange a time to do this. We do however ask, wherever possible, to avoid having these conversations at the start and end of the school day, as these are critical moments where the teacher needs to prioritise the safety and readiness of our children and begin teaching.



**Phone**

To provide information on child absences (please report before 08:00 am) and to give our office team important updates such as medication or walking home/collection. Please leave a voice message if staff are unable to take your call in person. We will endeavour to get back to you ASAP, but please respect our office team are very busy. If you are unable to get through, please use an alternative contact method if possible or leave a voicemail.



**Email**

For general enquiries please contact: [office@loughton.school](mailto:office@loughton.school)  
 If communication is urgent, please put URGENT in the subject line. Emails are checked daily during work hours. our aim is to reply within 48 hours.  
  
 If you feel that you need to speak with SLT (our Senior Leadership Team), you can email [pahead@loughton.school](mailto:pahead@loughton.school)  
 Our aim is to reply within 48 hours.