



Grove Road Community Primary School

Harrogate
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Headteacher: Mr R. Walker

Passionate
Resilient
Intrepid
Dependable
Empathetic

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Dear Parents and Carers,

We are writing to let you know about some small but important updates to our school communication procedures. These changes will help us ensure that messages are passed on quickly and that staff are able to focus fully on teaching and supporting pupils during the school day.

Reporting Absence

- If your child is absent, please contact the **school office** directly by **phone or email before 9:00am** each day of the absence.

General Queries or Questions

- All general questions, requests, or information should go through the **school office** in the first instance.
- The office team will either answer your query or direct your message to the correct member of staff.
- Teachers will aim to respond within **2 working days**.

Safeguarding or Urgent Concerns

- If your concern is urgent, requires immediate attention, or relates to safeguarding, please **telephone the school office** so we can respond promptly.

This approach ensures that communications are managed consistently and that staff can maintain a healthy work-life balance, which helps us provide the best possible care and education for all children.

Thank you for your continued support and understanding.

Kind regards,

Richard Walker

Headteacher

Grove Road Community Primary School

Team GR living and learning together with

PRIDE