

6th September 2024

Annwyl parent/carer,

Should you need to contact the school with non-urgent matters please email Bassaleg.school@newportschools.wales marked for the attention of the member of staff you wish to contact giving as much information as possible i.e. name of pupil, Barod group, brief summary of your request/enquiry etc. For more urgent matters, please mark as urgent in the subject heading. Emails will be dealt with in a timely manner by the relevant member of staff; we respectfully ask that you allow at least 48 hours for a response due to teaching and other commitments of staff members.

Should there be an urgent reason that you need to contact your child, for example should you need to collect your child from school **prior to 3.05pm**, you can do so by emailing the school on bassaleg.school@newportschools.wales or in the event of an emergency, telephone reception on 01633 892191; whilst we try to answer all incoming calls this is not always possible as our telephone lines are extremely busy. If you need to contact your child regarding arrangements for collection at the end of a school day etc. we would respectfully advise that you do so via a text message to your child's mobile phone which they can receive at the end of the school day when they have exited the buildings.

Thank you in advance of your support.

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Bassaleg School