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JHY/JBW  
22 March 2024

Dear Blaise families,

We are writing to ask for your support in ensuring our Student services Team can continue to provide the very best level of support for the school, you and your child as possible. There are a number of areas that I would like to give clarification on in order to do this.

**Reception** - telephone 01179030100 or email [info@blaisehighschool.co.uk](mailto:info@blaisehighschool.co.uk) – where a response is required, please allow up to 48 hours for a response. We always try to respond more promptly than this but on occasion further details have to be sought and this can take time.

**Messages** - We receive a lot of calls and emails during the school day asking for School office staff to pass general messages to students. This will always be supported where a message is urgent, but please do consider if the message is urgent before calling or emailing.

**Attendance** - to report a child's absence you can:

- a) send a message via the MCAS app
- b) select the attendance option when calling in to leave a voicemail
- c) email [attendance@blaisehighschool.co.uk](mailto:attendance@blaisehighschool.co.uk)

All of these will be quicker for you than calling the main reception number and waiting to speak to one of our staff. Of course, we will always be available via Heads of Year or our Attendance team if there are specific attendance matters that you wish to discuss.

**Medical appointments** - these should be scheduled outside of school hours where possible. We kindly ask for a minimum of 48 hours' notice of any absence and a copy of the medical appointment notification. Where a pupil needs to leave during school hours they are expected to make their own way to student services to sign out. We understand that on occasion, there is less notice available

**Medication** – if your child requires medication administered during the school day please deliver it in person to reception and complete a medical form. We are unable to take receipt of medication from students. Please note general painkillers can only be administered at break time or lunch time and with a pre-completed medical form.



**Car Park** – For the safety of our students, the main car park gates are locked at 9am and do not re-open until 2.45pm. If the gates are open for a delivery after 9.00am, for your convenience, please do not enter and park in the school car park. You will be locked in and the gates can only be opened manually. This does take time.

**Detentions** - The expectation is that students do not receive a detention, but if they do, they complete it as scheduled. If, in rare circumstances, your child cannot sit a detention, please contact their Head of Year or the School Office before 12.30pm on that day. That will enable us to update records in time and avoid confusion.

Finally, we know most of our community already do so, but please speak respectfully to our reception staff at all times, both in person and over the telephone. Our teachers and administrative staff work diligently to provide the best education and support to our students. Clear and respectful communication is key to maintaining a positive and productive learning environment for everyone involved.

Thank you for your understanding and cooperation in this matter. Together, we can ensure that our school remains a welcoming and supportive community for all.

Yours sincerely,



**Mr J Harvey**  
Deputy Headteacher

