

Who to contact?

We would ask that any important information regarding your child is passed through the school office via a phone call or email officeemail@ruislipgardensschool.co.uk. This will allow teaching staff to ensure all children are in safely and that they can start the day with the children promptly.

The office hours are 8:30am - 4pm Monday – Friday. If you have to make emergency alternate collection arrangements, please let the office know by 12pm so that the message can be passed on to your child's class teacher.

If you have any questions about any of the topics in the table below, or would like to speak to a member of staff, please email: officeemail@ruislipgardensschool.co.uk

Just a reminder that our policy for responding to email correspondence is to respond within 48 working hours of receiving the email during term time.

Please put the subject and the name of the relevant member of staff (from the list below) in the subject line. We will forward your email on to the relevant member of staff. Remember to check our website first, much of the information you need is posted there.

I HAVE A QUESTION ABOUT...	WHO YOU NEED TO TALK TO
Class activities/lessons/homework	Your child's class teacher
Payments	School office/Ms Shah (School Bursar)
School trips	School office or class teacher
Uniform/lost and found	Class teacher/School office/Mrs White
Attendance	If you need to report your child's absence, call: 01895 632 895 and choose option 1, please speak clearly and include details of your child's first and surname, class and symptoms.
Emergency collection arrangements	In an emergency if you need your child collected by another adult not on the contact list, please make sure you have called the office before 12pm in order to allow for your message to be delivered
Behaviour	Your child's class teacher
School events/the school calendar	School office/website
Special educational needs	School office/Inclusion team inclusion@ruislipgardensschool.co.uk
Before and after-school clubs	School office will pass on information to SMARTY's or contact directly: ruislipgardens@smartysafterschool.co.uk Tel: 07511 812324
Hiring the school premises	School office/Mrs Nash
The PTA	stars@ruislipgardensschool.co.uk
The governing body	School office/ Mrs A Doody (Clerk to Governors)
Catering/meals	School office/Mrs Lister

From time to time you may have questions or queries regarding your child or school policies relating to their care and wellbeing. So that we are able to assist you in the most efficient way, please note the following procedures - these will ensure that you receive accurate information and guidance as soon as possible.

1. Your first contact with the school should be via the class teacher, they will have the most comprehensive knowledge about your child and should be able to give you the information you require or find out if they are unsure.
2. If, having spoken to the class teacher, you still have questions or are not satisfied with the response received, your matter will be passed to the relevant Assistant head of that area. Mrs Savage leads EYFS and KS1, Mrs Ward leads KS2 and Teaching and learning, Miss Evans leads Inclusion and The Grove. These staff members are part of the Senior Leadership of the school and have a more strategic overview of policy and practice. If involved, they will usually meet you alongside the class teacher.

In the unlikely event that these avenues are explored and your concern remains unresolved, an appointment can be made to see me. Of course, there may be urgent communications that circumvent this phased approach but these are rare and will be handled on a case-by-case basis. Teaching staff know their pupils well and are experienced in handling questions in a sensitive, professional and confidential manner. In this way we are able to quickly and efficiently provide the information you require and build productive working relationships with parents/carers.'