

## Appendix 2

### FREQUENTLY ASKED QUESTIONS

What do I do if my child's journey to School has been delayed and they are likely to arrive late?

- Contact the School Office. 020 8857 1455
- Your child must sign a late slip.

What do I do if my child needs time off school?

- If it is for a medical or dental appointment a letter should be written to the Form Tutor in advance of the appointment.
- If your child is taken ill and is unable to come into school then telephone the School Office before 9.30am and ensure that your child brings an explanatory letter on their return.
- **Any other request for time off school should only be made in exceptional circumstances via a letter to the Headmaster or Master of the Junior School.**
- Time off School for University visits and interviews is permitted according to guidelines laid down by the Head of Sixth Form.

What do I do if I have a problem concerning some aspect of my child's education?

- The first port of call for any academic or pastoral concerns should be the Form Tutor who can be contacted by telephone or e-mail.

What do I do if I have any questions about financial matters?

- Contact the Bursary.

What do I do if I have any questions about the School coaches?

- Contact the Bursary.

What notice do I need to give to cancel coaches or lunches?

- Half a term's notice in writing to the Bursary.

Where do I obtain replacement school uniform from?

- John Lewis in Bluewater
- ECPTA Second Hand Uniform Sale.
- Tracksuits and House Vests are available from the School PE Department.

What do I do if I am unsure of the details about a sports fixture I believe my child is involved in?

- Details of all fixtures are included in the School calendar.
- In the case of rearranged fixtures or cup matches your child should have been given details by the PE Department.
- Ring the School Office.

What do I do if I have to visit the School by car during the School day?

- If you drive into the School site via the Grove Park Road entrance you will need to stop at the bollards and ring the buzzer for assistance and then report to Reception.
- If you drive into the School via the Mottingham Lane entrance then please make sure you report to Reception.
- If you are dropping your child off then there is no need to come into Reception.

What do I do if my child has lost something?

- Ask your child to have a good look around the places where they think they last had the item.
- Visit the Lost Property Store in the School pavilion which is open every week day 8.00- 8.40am and 3.55-4.15pm.
- Just before half term and the end of term all unclaimed Lost Property is displayed in the Old Quad during the afternoon.