

Appendix IV:

School Information Finder

Identify the questions that parents ask most often and add them to the column on the left (we have included some examples below). You can then provide up-to-date information on the right, so parents can find what they need quickly, whether it is available on your website or the parent portal. Aim to include direct links wherever you can. This information finder can be shared online.

What information do you need?	Where to find the information
I need to contact the school urgently.	e.g. Phone the school office during school hours or email: urgent@school name.com.
I need to contact the school for a non-urgent matter.	
I need to find a list of teachers.	
I need to know the term dates.	
I need to see if my child has any homework.	
I want an update on my child's progress.	
I want to report my child as too sick to attend school.	
I want to find out about school trips.	