

Boroughmuir High School

Communication Procedures

How we keep in touch

We keep our school community up to date in the following ways. Hopefully, you can find a lot of the general information you require about the school here,

Parent App – Search for ‘*School App for Parents*’ in the Google Play or Apple App store. Download and open the app, search for ‘Boroughmuir High School’. Enter the following login details username = Boroughmuir; PIN = 0824

Website – our website <https://boroughmuirhighschool.org> is uploaded regularly and contains documents and information about our community, including news and information about the school. Our aim is to make this the manual for the school.

Twitter – we have a twitter account [@BoroughmuirHS](https://twitter.com/BoroughmuirHS) which we use to share news and interesting information with our wider community. We welcome any contributions to this which can be sent to our school email account admin@boroughmuir.edin.sch.uk.

Bulletin – there is a daily bulletin, shared on the website. There is a weekly newsletter emailed, and then shared on the website.

School email – email is used to contact you with information such as our school bulletin, parents' night information, subject choice information and trips.

Phone – the school phone number is **0131 229 9703** and we will call you to follow up on any unexplained absences from school, or if a member of staff wishes to talk with you. If possible, please save our number in your contacts so we do not show up as an ‘unknown call’ on your phone.

How you can contact us

We ask that you send all enquires to the school email address admin@boroughmuir.edin.sch.uk or by phoning the school office on 0131 229 9703. We will then direct your enquiry to the appropriate member of staff. If possible, could you highlight if your enquiry is in relation to a subject specific query, support for learning, pastoral and well-being or a member of SLT. This will just allow the message to be passed to the correct person as efficiently as possible. Please note all our staff have substantial fixed commitments during throughout the day such as teaching classes and meetings. Therefore, they may not be able to get back to you immediately. You will receive an acknowledgment within 1 working day of your contact, and we aim to resolve your issue within 5 working days.

Thank you for always being polite and respectful in your communication with staff at the school – we do appreciate it.

Please note if a teacher has contacted you directly to discuss your child, then you do not need to go through the admin account to reply.

Reporting your Child Absent

If you need to report your child absent, please call the school before 8.30am on 0131 229 9703 and select 1. Alternatively, you can email admin@boroughmuir.edin.sch.uk and confirm the child's full name, year group and reason for absence.

Not Receiving Communications

If you are not receiving communications from the school, please contact the school office and we will look into this.