

Improving Communication Between Home and School

We are committed to keeping parents and carers informed and making it easier for you to contact us when needed. We are sending an additional communication today, an email with important details about how we communicate and how you can reach us effectively. The email includes:

1. How to access and use the MyChildAtSchool (MCAS) app.
2. How to contact school using the new contact form
3. The new communications policy.

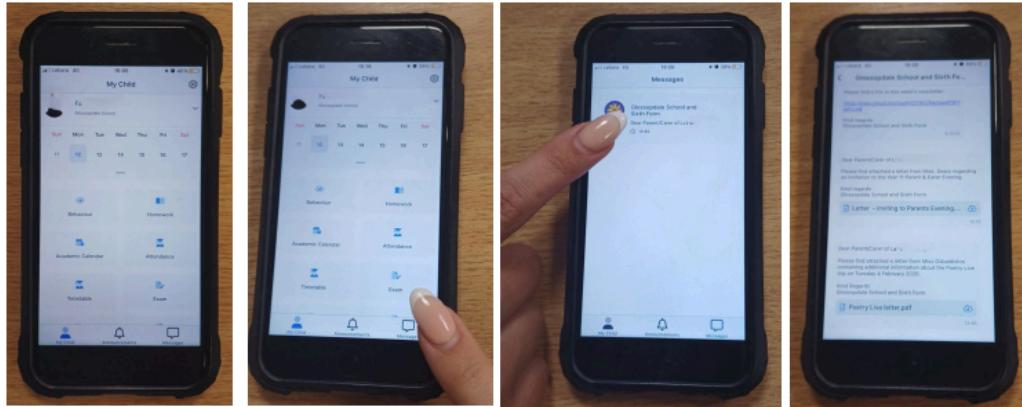
1. Using the MCAS App to Retrieve Communications from School

The MCAS app is our primary platform for sharing information such as student reports, attendance and key announcements. If you haven't yet set up an account please let us know and we can send you your log in details.

Parent/Carer Guide: How to use the MCAS app to retrieve communications

MyChildAtSchool app (MCAS) is available to download for both Apple and Android devices.

Please ensure that notifications are enabled in your phone's settings so you don't miss important messages from us.



1) This is the app's home screen. If you have more than one child at the school, simply tap the student's name at the top of the page to switch between their profiles.

2) To access all messages sent from school for one, or all your children, choose the message icon in the bottom right hand corner.

3) You'll then be taken to this screen. At first, it may look like there's only one message for one of your children, but if you click here...

4) ... This section displays all the messages the school has sent to you regarding all your children. For communications specific to a particular student, we will begin the message with 'Dear parent/carer of [Student Name]' so you can easily identify which child it relates to.

The above guide is also on our website and can be viewed by clicking [here](#).

2. New Contact Form

To improve the way we handle enquiries, we are introducing a Contact Form on our school website. With effect from Monday 19th January 2026, we ask parents and carers to:

- Use the Contact Form which will be available on our website or email info@glossopdaleschool.org.uk for any queries.

This process allows us to:

- Direct your enquiry to the most relevant member of staff.
- Monitor responses to ensure queries are dealt with promptly.

Tomorrow's newsletter will include a link to our new "Contact Us" page, which will contain the Contact Form and further details.

3. Communications Policy

Please see our updated communications policy on our website <https://www.glossopdaleschool.org.uk/policies>. This provides details of how to contact us, when you can expect a reply and our expectations around home-school communication. We would be grateful if you take the time to read this in order to fully support our communications processes.

Thank you for your time.