

09/01/26

Dear Parent/Carer,

Welcome back after what we hope was a fun, relaxing holiday.

We are writing today to inform you of some changes in the office that will commence from January 6th 2026. These changes are taking place to help manage the workflow amongst colleagues in the Office and ensure that we are communicating effectively both internally and externally.

Firstly, emails into the office will receive a standard response stating:

Thank you for getting in touch with Crosshall Junior School. This is an automatic reply to confirm that we've received your email. A member of our team will respond as soon as possible.

*Please note that our office hours are **Monday to Friday, 8:30am – 4:00pm (term time only)**. Emails received outside these times will be picked up on the next working day. [Term dates available online here](#).*

*If your message is **urgent** or relates to **pupil absence/end of day collections**, please call the school office on **01480 475972**.*

For concerns related to Safeguarding, please email safeguarding@crosshalljunior.co.uk, as this inbox is monitored regularly both during term time and outside of term time.

Colleagues will continue to access emails throughout the day, and, as we adapt to some of the organisational changes we communicated at the end of the last term, we believe that this will improve the efficiency of the school.

In addition, there may be occasions when we close the office for short periods of time such as over lunchtimes. If this happens, the answer machine will be on. Please leave a message and the relevant information will be shared or someone will call back as soon as possible.

We would also like to take this opportunity to ask that when parents email in or leave a phone message, they include the full name of their child/ren and, when possible, the class of their child/ren. This will make the process of sharing your message quicker.

Please let us reassure you that there will be people in the office throughout the day and any urgent messages will continue to be actioned as soon as possible as has previously been the case

Yours sincerely

Mr Ainscow & Mr Murphy

Co-Headteachers, Crosshall Junior School

