



CRESTWOOD  
COMMUNITY SCHOOL

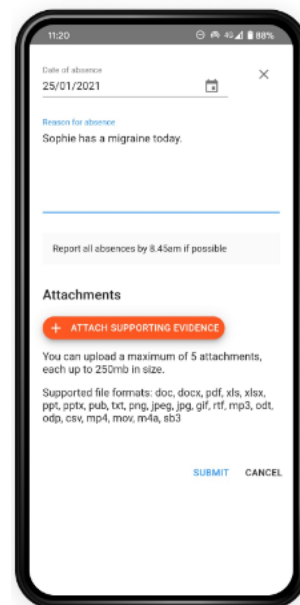
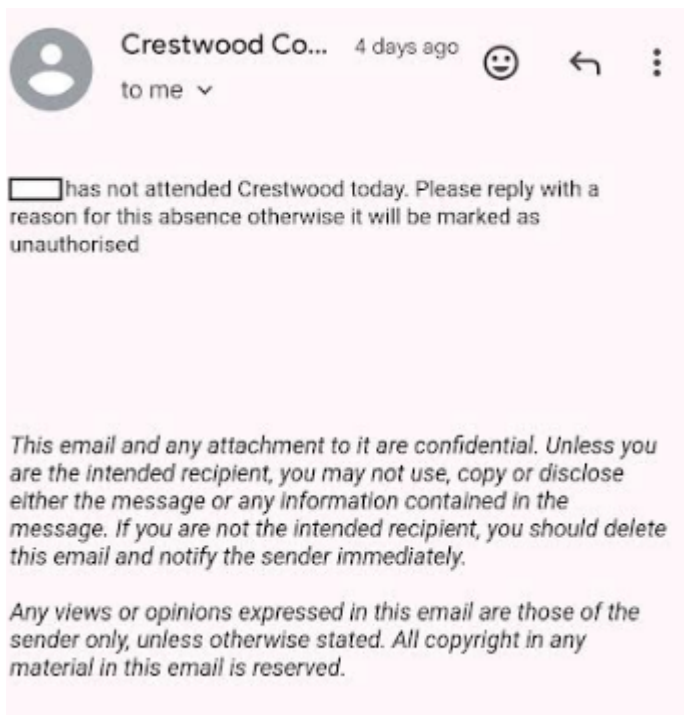
18 November 2024

Dear Parents/Carers

### Changes to attendance messaging

We are writing to you to let you know that we will be changing the way we contact you when your child is absent from school when we have not been notified by yourselves that they would be absent. We currently use school comms to contact you with an email and a text but we will be using Sims moving forward as a way of contacting you as we will stop using schoolcomms by the end of the year.

#### The email would appear as below:



#### The text would appear as below:



### Crestwood Community School

Shakespeare Campus, Shakespeare Road, Eastleigh, Hampshire, SO50 4FZ | Cherbourg Campus, Cherbourg Road, Eastleigh, Hampshire, SO50 5EL

Email: [adminoffice@crestwood.hants.sch.uk](mailto:adminoffice@crestwood.hants.sch.uk) Tel: 023 8064 1232 Web: [www.crestwood.hants.sch.uk](http://www.crestwood.hants.sch.uk)



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### Reporting a child absence

Can I remind you that all absences should be reported daily by 9am. The easiest and quickest way to report your child's absence is via the Class Charts parent app.

If you are unable to access your Class Charts please contact us using the link below  
<https://www.crestwood.hants.sch.uk/contact-us/>

- This is the preferred way of reporting absence
- Open ClassCharts app.
- Click on the child you are reporting absent (if you have multiple children at school)
- Click on Report Absence, found in the green tab at the top of the page.
- Enter date of absence.
- Provide a reason for absence.
- Attach any medical evidence e.g hospital letter, prescription label etc
- Click Submit
- We will then acknowledge this reported absence, when it is actioned.
- This app can be used to report an absence, a medical appointment, or if they are going to be late. Please provide a specific reason for absence.
- If you cannot use Class Charts then please call the school

All parents/carers will be signed up for SIMS InTouch, as they were for Schoolcomms, unless you opt out. If you do not wish to receive communications from the school, please let us know by emailing [adminoffice@crestwood.hants.sch.uk](mailto:adminoffice@crestwood.hants.sch.uk) by 21/11/2024.

Our privacy notice can be found at

<https://www.crestwood.hants.sch.uk/assets/Policies/Data-Protection-Privacy-Notice-for-Students.pdf>

Yours sincerely

Krista Dawkins  
Headteacher

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