Viking Academy Trust

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Chilton Primary School Chilton Lane Ramsgate Kent CT11 oLQ

20th October 2023

Dear Viking Families,

Re. Emergency 'Out of Hours' Contact Form

At Viking we appreciate that, despite best efforts, not everything fits within the window of a school day and emergency situations may leave you urgently wanting to contact the school. Office and Head of School emails are shared on school websites – but, as you may have seen – staff are under no obligation to read or respond to work emails outside of the 'working day'.

The message on all Viking email accounts reads as follows... The Viking Academy Trust respects the wellbeing of its staff. There is no expectation that emails are responded to before 8am or after 5pm Monday to Friday, at the weekend or during school holidays.

We have therefore created an **'Emergency Out of Hours'** contact form for parents or carers to use if they feel they urgently need to share information / get in touch prior to the start of the next working day. To access this form, please click the 'Contact Us' tab on the school website and the emergency out of hours link can be accessed.

See the example below taken from Upton's website:

Upton J One Childhood	unior School One Chance	A member of Viking Academy	
		Search	## Translate
HOME OUR SCHOOL OUR CURRICULUM PARENTS NEWS & EVENTS SCHOOL BLOGS CLUBS AND WRAPAROUND CHILDCARE CONTACT US			
WORRED?		CONTACTUS	
			EMERGENCY DUT OF HOURS CONTACT
28. State 1	Welco	me	ARE WE OPEN?
The second second	Our aim	is, at all times, to ensure that every child r her abilities. Success is a great motivator have the right to enjoy success.	CONTACT THE GOVERNORS STAFF EMAIL ACORESSES VACANCIES

We do hope this will help you in times of need.

Yours sincerely,

Michaela Lewis Executive Headteacher



Chilton Primary School, Ramsgate Arts Primary School and **Upton Junior School** are operated by **Viking Academy Trust** which is a charitable company limited by guarantee and registered in England and Wales with company number 09449979. The Registered Office is at Chilton Primary School, Chilton Lane, Ramsgate, Kent, CT11 oLQ. Viking Academy Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.