SACRED HEART
CATHOLIC HIGH SCHOOL
Fenham Hall Drive · Newcastle upon Tyne · NE4 9YH
Telephone: 0191 274 7373 · www.sacredheart-high.org · email: enquiries@shhs.org.uk
Headteacher: Mrs S Howell

6th October 2026

Student Appointments During the School Day

Dear Parent/Carer,

We are seeing an increasing number of parents arriving at school without prior notice to collect their daughters for appointments. In many cases, the student is also unaware that she is being collected.

Please be aware that the school does not have the staffing capacity to locate students around the site or collect them from lessons when parents arrive unexpectedly.

Attendance is extremely important, and wherever possible, appointments should be arranged **outside the school day** to minimise lost learning. Where an appointment during school hours is unavoidable, please try to arrange it so that your daughter can get her register marks by still attending registration at **8.45am and 1.20pm**, (where timings allow), before leaving school.

For any appointment during the school day, please:

- Notify us in advance via enquiries@shhs.org.uk or the Arbor Parent Portal.
- Provide your daughter's **full name, year group, appointment evidence and collection time**.
- Make sure your daughter is aware of the appointment and knows to report to the **Student Office at the agreed collection time**.
- For same-day emergency appointments, please contact us **as soon as possible** and ideally allow at least **two hours' notice** if your daughter needs to be informed.

Please note that if a student does not come to the Student Office at the agreed time, staff will **not be able to leave their duties to find or collect her from class**.

Thank you for helping us to protect valuable learning time and ensure that appointments and collections can be managed safely and efficiently.

Kind regards,

Mr L Clarke

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