



LEARNING TOGETHER

CORNWALL EDUCATION LEARNING TRUST



Trevenson Road, Newquay, Cornwall, TR7 3BW

Tel: 01637 820 150

npasecretary@npa.celtrust.org

www.newquayprimary.net

Registered company number: 07565242 (England and Wales)

Headteacher: Miss Sarah Hildyard

Dear parents and carers,

We value positive communication between home and school, and Tapestry provides a secure and convenient way for families to stay in touch with staff. To ensure that this system is used effectively and respectfully, we ask that all parents and carers follow the guidance below when using the private messaging feature.

Private messaging on Tapestry should be used for general queries about your child's learning or wellbeing, sharing relevant updates from home, or asking for clarification about school activities. It is not intended for emergencies or urgent same-day matters. If your child is unwell or you need to report an absence, please continue to follow the school's usual absence procedures. In the case of an emergency, contact the school office directly by telephone.

Our staff aim to respond to messages within two working school days. Please note that staff will not be able to reply during evenings, weekends, or school holidays. We kindly ask that you allow sufficient time for a response before sending follow-up messages.

We expect all communication to remain respectful and professional. Written messages can sometimes be misunderstood, particularly if a matter is sensitive or complex. In such cases, it may be more appropriate to request a phone call or meeting. If you feel this would be helpful, you are welcome to request an appointment at the school office or by emailing npasecretary@npa.celtrust.org

Please also remember that Tapestry is a secure platform intended for communication about your own child. Messages should not include information about other children or families, and we ask that staff messages are not shared or forwarded without permission.

We greatly appreciate your cooperation in using Tapestry responsibly and respectfully. By working together and communicating clearly, we can continue to support the best possible outcomes for your child.

Warm regards,

Sarah Hildyard
Headteacher
Newquay Primary Academy