



11th September 2026

Dear Parents and Carers

At the start of the year, it is important to contact you with updates relating to pastoral support and systems in school.

Reporting Concerns and Seeking Support

We are committed to ensuring that students and families can easily access support when needed. Students are encouraged to speak directly with their tutor, Head of House, or another trusted member of staff if they have any concerns regarding their wellbeing, friendships, learning, or wider school experience. In addition, students can use the school's new 'Raising a Concern' systems to report issues both openly and confidentially when appropriate. These are on the school website and accessible by the links or the QR codes found here: [Chew Valley School - Student Support](#).

Parents and carers are encouraged to contact the school through the usual communication channels should they wish to discuss any concerns or seek support for their child. Early communication between home and school allows us to work together effectively and provide timely support. The best route is again to use the 'Raising a Concern' Form [Chew Valley School - Parental Communication](#) which allows for concerns to be triaged and responded to in a timely fashion.

Yondr Pouches

Thank you for your support as the school have moved to Yondr Pouches to create a phone-free environment. All students have been given clear expectations around the Yondr system in tutor time and assembly sessions and have been respectful of these expectations.

The Yondr pouches form part of our essential equipment and every Chew Valley student, regardless of phone status, will need to bring their Yondr Pouch to school. If you have any further queries relating to the mobile phone guidelines – please use this link: [Chew Valley School - Policies](#).

My Child at School (MCAS)

Thank you for your patience whilst the school rolls out the My Child at School application. We are aware there have been some early issues around this, but we are improving its capacity on a daily basis. Now, through MCAS, parents and carers can access and view:

- Attendance and punctuality information
- Behaviour events, achievements, and sanctions
- Homework tasks
- Student reports and assessment information
- Communications and updates from the school

My Child at School (MCAS) is an important tool for keeping parents and carers informed about their child's progress and engagement in school. We encourage families to check MCAS regularly, as it provides a useful overview of your child's experience at school and helps support productive conversations at home. If you experience any difficulties accessing your account, please contact the school and we will be happy to assist. Please can I remind you that any absence must be reported via the MCAS app.

Finally, for all detentions, we are utilising a 15 minute detention during lunchtime. These detentions are overseen by Mr Cocks, meaning his name will be against these in-school sanctions. This does not necessarily mean that the detentions have been set by Mr Cocks.

Punctuality

We are aware of some issues relating to morning registration this week and we appreciate your communication into school around the issues that have arisen. Please rest assured that all matters have been resolved and we are set to move forwards into the new term with no further intended issues around these areas.

Working Together

The strength of our school community comes from the partnership between students, families, and staff. By maintaining open communication, making use of our reporting systems, and regularly accessing information through MCAS, we can continue to work together to ensure every student feels supported, safe, and able to thrive.

Your sincerely

A handwritten signature in black ink, appearing to read 'B Stirling-Turner', written in a cursive style.

Mr B Stirling-Turner
Assistant Headteacher (Pastoral)