

September 2023

# Dartmoor Multi Academy Trust

...everyone in our Trust.



Dear Parents/Carers

Welcome back to the new school year, we hope you had a lovely summer break.

We wanted to write and reassure you that the Trust Administration team are committed to providing an excellent service to you all and to make you aware of some of the changes to the systems we have in place.

If you are unsure on any of the points below, please do not hesitate to contact your school or Hub Administrator on their usual admin@ email address in the first instance so we can help with your enquiry.

## **School Lunches**

- Meals can only be booked using School Gateway, if you have any access issues, please contact your school/hub administrator.
- Meals must be booked by midnight every Thursday for the full commencing week.
- The School Gateway system will allow you to book a meal after the deadline, please be aware that if you order after the deadline a meal will not be ordered and a refund will be given.
- Parents will need to provide a packed lunch if they have not pre-ordered a lunch before the deadline.
- For any support with School Comms access please contact your Hub or School Administrator

## **Phones**

- You can contact your school using the school phone number and this will be answered by your school or hub administrator.
- If the phone is engaged at the school, you will automatically be transferred to a member of the ICE Team.
- If for any reason the phone is not able to be answered a voicemail option will be available.
- All absences need to be reported by 9am using the agreed protocol for your school.

## **Nursery**

We have a new team managing the nursery bookings and queries, please contact the team on [nursery@dmatschools.org.uk](mailto:nursery@dmatschools.org.uk)

### **Registered address:**

Dartmoor Multi Academy Trust  
Holworthy Training and Business Centre  
Western Road, Holworthy, Devon, EX22 6DH

01409 259 613

**Company number:** 11075564  
Registered in England and Wales

### **Trust governance team**

[governance@dmatschools.org.uk](mailto:governance@dmatschools.org.uk)

### **Community contact**

[community@dmatschools.org.uk](mailto:community@dmatschools.org.uk)

### **Recruitment and references**

[recruitment@dmatschools.org.uk](mailto:recruitment@dmatschools.org.uk)

### **Media enquiries**

[communications@dmatschools.org.uk](mailto:communications@dmatschools.org.uk)



[dartmoormat.org.uk](http://dartmoormat.org.uk)

**Information, Communication & Engagement (ICE) Team Contact Details**

E-mail address is [iceadminteam@dmatschools.org.uk](mailto:iceadminteam@dmatschools.org.uk)  
Telephone number 01837 510414.

Thank you in advance for working with us to embed these changes.

Yours sincerely



**Mrs Nicola Gordon**  
Director of Finance & People



**Mrs Hannah Maunder**  
Head of Information, Communication & Engagement

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[dartmoormat.org.uk](http://dartmoormat.org.uk)