

Hazel Grove High School – Frequently Asked Questions

What time does school start and finish?

Please refer to the school day timetable on our [Term Dates - Hazel Grove High School](#) webpage. Students are allowed in the school building from 8.00am, where they can head to the canteen and purchase breakfast if they wish.

Who should I go to if I have a query?

In the first instance, it is best for parents/carers to message through the MCAS App or email mychild@hazeltgrovehigh.co.uk. For pastoral issues please contact the Head of Year or Form Tutor. If necessary, we can then arrange to meet at a mutually convenient time.

When will I find out my child's Form Group?

Students will find out which Form and House they are in on the transition day, Thursday 2nd July 2026. This information will also be sent to parents/carers following the transition day.

What time do Year 7 have lunch?

At the beginning of the year, Year 7 students will be on first sitting. This means they can go for early lunch at approximately 12.30pm.

Students are welcome to bring a packed lunch. If buying food from the canteens, please ensure your child has enough money on their account (further details to follow). After lunch, they can play outside in their designated area, take part in extracurricular clubs or make use of our quieter areas.

Where can I find bus information?

There are several bus services. Please visit <https://www.hazeltgrovehigh.co.uk/parents-carers/travel> please check the school website over the summer period for any changes for September 2026.

Who should my child go to if they have an issue?

They should go to their Head of Year or their Form Tutor but any member of staff will help.

What language will my child learn?

At HGHS students are taught either French, Spanish or German and complete their early entry GCSE at the end of Year 9. Students are then able to pick up an additional language in KS4.

What should I do if my child is anxious about starting high school?

Please try to reassure your child that everyone will feel anxious and it is normal when starting a new school and getting used to a new environment. Many students will be joining us not knowing anyone. They will soon get used to high school and settle in.

What if my child becomes unwell during the school day?

We have a dedicated First Aider on the premises at all times and students should report to First Aid if they feel unwell. We will assess your child and contact you if necessary. Students should not contact home before seeking first aid in school.

Can my child cycle to school?

We encourage students to cycle to school and there is secure bike storage on site. All student must wear a cycling helmet when riding their bike.

When can my child use their mobile phone?

Mobiles are NOT allowed to be used in school. However, we appreciate many students use these to contact home if required on their way to and from school. If your child needs to contact you during the school day, they should see their Head of Year. Mobile phones need to be switched off and be kept in school bags.

What do I need to do if my child is going to be absent from school?

If your child is to be absent for any reason, please send a text message to school, before 8.30am where possible, using the following number: 07860054397
Alternatively, send a message before 8.30am via the MCAS app.

In respect of communication, we will be using the MCAS messaging option to inform parents/carers of events in school. You will need to login to the My Child at School system to make sure you are not missing important messages from school.

What is the school uniform policy?

It is our policy that all students wear school uniform when attending school, or when participating in a school-organised event outside normal school hours. Please click the link for the full uniform list and stockist information.

www.hazelgrovehigh.co.uk/school-information/uniform/

What extracurricular clubs can my child do?

Clubs will be announced during the first few weeks of the term. These will be announced in class by teachers, through form time, booklets and within department noticeboards.

Our [Electives](#) webpage has more information about our extracurricular opportunities.