

Parent Communication Policy

Our approach to communication

We value positive and effective communication with parents and carers and want to ensure that messages are received by the right member of staff and dealt with appropriately.

To help us manage communication effectively, we ask parents and carers to use the following communication routes depending on the nature and urgency of their message.

ClassDojo – general information sharing

ClassDojo is primarily used as a platform for **sharing information and communicating general, non-urgent messages** between school and families.

It is not intended to be used for urgent matters or situations where an immediate response is required.

Staff may not be able to respond to ClassDojo messages immediately, particularly during teaching time, meetings or other school responsibilities.

Parents and carers should therefore use an alternative communication method for urgent or important matters.

Urgent messages – please telephone the school office

If your message is **urgent and requires the school to be aware of it promptly**, please telephone the school office.

This is particularly important for matters such as:

- Changes to arrangements for collecting a child.
- Urgent information about a child that the school needs to know during the school day.
- Time-sensitive safeguarding or welfare concerns.
- Any matter where waiting for a response through ClassDojo may cause difficulty or delay.

Office staff will ensure that the appropriate member of staff receives the message.

Important messages – please email the school office

For important matters that are not necessarily urgent, parents and carers should contact the school office by email.

This provides the school with a clear written record and allows the message to be directed to the appropriate member of staff.

Please be aware that emails may not receive an immediate response. If the matter is urgent, please telephone the school office rather than relying on email. We aim to respond to emails within 48 hours of receiving them.

Speaking with teachers

Teachers are always happy to communicate with parents and carers about their child's education and wellbeing. However, **teachers cannot have lengthy conversations with parents while they are teaching or supervising pupils.**

If you would like to discuss something with your child's teacher, please contact the school office to arrange a mutually convenient appointment.

This allows teachers to give the matter their full attention without taking them away from their responsibility for teaching and supervising pupils.

Contacting the Headteacher

The Headteacher is available to support parents and carers where appropriate. However, the Headteacher may not always be immediately available due to teaching, meetings, safeguarding matters, leadership responsibilities or other commitments.

If the Headteacher is unavailable, parents may need to leave their message with a member of the school office team. Office staff will ensure that the message is passed on to the Headteacher or the most appropriate member of staff.

This does not mean that your message is being ignored; it simply allows the school to manage communication effectively while ensuring that pupils' needs and the running of the school remain the priority.

Visiting the school

Parents and carers are welcome to contact the school if they would like to discuss an issue in person. However, please do not expect teachers or senior staff to be available for an unscheduled meeting.

Please contact the school office to arrange an appointment. This ensures that the appropriate member of staff is available and able to give you sufficient time and attention.

At a glance

ClassDojo: General information and non-urgent communication.

Email to the school office: Important matters that require a written response or follow-up but are not immediately urgent.

Telephone the school office: Urgent or time-sensitive matters.

Appointment with the teacher: Matters that require a conversation about your child's education, progress or wellbeing.

Headteacher: For matters requiring Headteacher involvement. If the Headteacher is unavailable, please leave your message with the office team so it can be passed on.

Our commitment to families

We appreciate that parents and carers may sometimes need to contact the school quickly or speak to a member of staff directly. Our communication procedures are designed to make sure that messages are received safely and efficiently, while allowing staff to maintain their primary responsibility of teaching, supervising and supporting pupils.

We ask all families to use the appropriate communication route and to allow staff reasonable time to respond. We will always aim to respond to concerns appropriately and as promptly as possible.