



At Oughtibridge Primary School, we believe good communication helps children thrive. We aim to keep families informed, listen to concerns and work together to support every child. We also support staff well-being

How We Will Communicate with Families

We use a range of ways to keep you informed:

- **Peak Edge App** for letters, newsletters, updates and school information.
- **Class Dojo (Years 1-6)** and **Tapestry (FS2)** for sharing learning, celebrations and short messages.
- **Email and telephone** for important information.
- **The school website** for policies, term dates, calendars and key information.
- **Weekly newsletters** sent every Friday.
- **Social media**

Keeping in Touch

If you have a question or concern about your child, please contact their class teacher first.

You can:

- Speak to staff at the start or end of the school day.
- Send a message via Class Dojo or Tapestry if the question or information is brief
- Email the school office if there is an **in-depth question or concern**.

If a longer discussion is needed, we may arrange a meeting. We aim to offer meetings within **five school days** where possible.

Messages and Response Times

- Staff aim to respond to emails and messages within **three school days**.
- Staff are **not** expected to check or respond to messages outside their working hours.
- Please do not use email, Dojo or Tapestry for urgent messages such as changes to collection arrangements. Instead, telephone the school office as staff will not read the message due to their teaching responsibilities.

Supporting Staff Wellbeing

We want communication between home and school to be positive, helpful and respectful. We also believe that looking after staff wellbeing is important. Our staff work hard to support children throughout the school day and are not expected to respond to messages or emails

outside working hours. Allowing reasonable response times helps staff to balance their workload and continue providing the best possible support for all children.

Telephone Calls

- Office staff answer all calls and pass messages to the appropriate person.
- If a member of staff needs to respond, we aim to do this within **three working days**.
- The school will contact families immediately if there is an emergency, injury or illness involving a child.

Information We Need From Families

Please keep the school informed about:

- Changes to contact details.
- Medical conditions or allergies.
- Special Educational Needs or Disabilities (SEND).
- Safeguarding, legal or family circumstances that may affect your child.

It is important that emergency contact details are kept up to date at all times.

Your Child's Progress

We will keep you informed through:

- **Two Parents' Evenings each year.**
- **Termly progress reports.**
- **A full written report once each year.**
- Additional meetings if needed.

For children with SEND or an Education, Health and Care Plan (EHCP), longer termly review meetings will take place instead of parents' evenings.

Social Media

The school's Facebook page is used to celebrate school life and share positive news.

- The school does not respond to Facebook messages.
- Concerns or complaints should be raised through the usual communication channels.
- Inappropriate comments may be removed, and users may be blocked if necessary.

Complaints and Requests for Information

If you wish to make a formal complaint, this will be handled through the Trust's Complaints Policy.

You also have rights to access information the school holds about your child. Please contact the school if you would like more information.

Respectful Communication

We ask all members of our school community to communicate in a respectful, kind and professional way.

If communication becomes aggressive, abusive, unreasonable or persistent, the school may take action in line with our Parent Code of Conduct.

In Summary

We value strong partnerships with families and want communication to be open, honest and respectful. By working together, we can provide the best possible support for every child at Oughtibridge Primary School.