

School to parent/carer Communication Expectations and Guidance

02476 313387

school.office@allsaintsbedworth.covmat.org

“Learning and growing together to be the best that we can be”



Communication aims

- We'll make sure all communication is clear, easy to understand and accessible for everyone.
- We'll reduce paper letters wherever possible, as part of our eco-friendly approach.
- We'll reply to messages from parents during school hours (**8.30am to 4.30pm, Monday to Friday**), **within 3 working days**
- We'll let you know when and how to expect a response, so you're not left guessing.
- We'll keep our communication respectful, positive and professional.
- We'll give plenty of notice for important dates and events.
- We'll share key information about our school's vision, values and curriculum, and signpost you to helpful support and opportunities when needed.

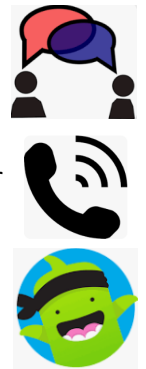
Communication about school events, curriculum, vision and values

- **Class Dojo** is our main way of keeping in touch with families. You can turn on notifications in the app to make sure you don't miss anything.
- We share important dates on Dojo using the '**events**' feature. You'll get reminders before these events happen at regular intervals, as long as your notification are turned on.
- A **weekly newsletter** is sent out every Friday on Dojo. It includes key dates and updates. If you prefer a paper copy, just let us know.
- Our **school website** is always kept up to date. You'll find:
 - **Year group pages** – what your child is learning and any homework
 - **Letters home** – copies of letters we send out
 - **Policies** – all school and Trust policies
 - **Booking info** – how to book before and after school clubs
 - **Uniform** – what children are expected to wear
 - **SEND and Inclusion information**
 - **Family support** – help and advice for families



Communication with teachers / Teaching Assistants in class

- If you have a question or concern about your child (including SEND), please speak to their **class teacher first** – they know your child best.
- A member of staff from your child's class is usually on the playground at the end of the day. You can pass on a quick message or ask to arrange a chat.
- The **school office is open from 8.30am to 4.00pm** – you can call or pop in to book a meeting with your child's teacher.
- You can also send a **message on Class Dojo** directly to the class teacher.
- Teachers will reply during the school day (**between 8.30am and 4.30pm, Monday to Friday**), but not in the evenings or at weekends. They aim to respond as soon as possible, within 3 working days.
- Sometimes staff have meetings or other duties, so they may not reply straight away. If your message is urgent, please **call the school office** so we can help you quickly.



Communication with Leaders and other key staff

- **Mrs O'Grady** (Headteacher)
 - * Available on site most days before/after school
 - * Can be contacted via Class Dojo message or by contacting the School Office
- **Mrs Carbonell** (SENDCo / Inclusion Leader)
 - * Can be contacted via Class Dojo message or by contacting the School Office
 - * **Mrs Carbonell has dedicated SENDCo time each week**
 - * She will not be able to respond to SEND matters / messages on a daily basis, but will do so in SENDCO time
 - * **Class teachers are ultimately responsible for the outcomes and provision of SEN pupils, so contact should always be made with them for any SEN related matters**
- **Mrs Greenway** (Family Support)
 - * Is available on the playground each morning (Infant Site).
 - * Can be contacted via Class Dojo message or by contacting the School Office
- **Mr Wagstaff** (P.E., Sports and Personal Development Lead)
 - * Can be contacted via Class Dojo message or by contacting the School Office