



Communications Policy

Version	Date	Author(s)	Changes
2	19 March 2023	S Corry	Add tapestry information
3	29 November 2024	S Corry	Change names
4	18 th March 2025	S Corry	Reviewed

Policy information:

Date of ratification:	March 2025
Ratified by:	S Corry
Review frequency:	2 Years
Next review due:	March 2026
Source:	School
Type of policy:	Non-statutory
Target audience	Parents, Staff, Governors

All staff and volunteers working in our school share a responsibility for promoting and safeguarding the welfare of the children with whom they come into contact with.

It is very important to us that we work closely in partnership with parents and carers, and communication between home and school is key. We recognise however that it can often be difficult communicating with teachers because they have a very full timetable; and we recognise that parents and carers also have very busy lives.

Please don't ask the staff to discuss other parents or their children with you. Please direct general enquiries to the office via admin3216@welearn365.com.

Contacting the School

In the mornings

- To report a pupil absence, please ring the school telephone number by 9.30am and leave a message on the absence line.
- Teaching staff are not directly available to talk about issues in the morning. However, a teaching assistant may be able to convey your message. If necessary please feel free to come into the front office area and speak to someone in the office or to the head teacher. You may leave messages with the office staff that can be relayed to the class teacher

Telephone

- Our telephone number is 01295 770267
- If a call is urgent, please inform the administrator who will attempt to find a senior member of staff to speak to you.
- Calling during the school day is often the best way to communicate with us.

Via Pupils

- If you choose to communicate with school staff via a child then please make sure that this communication is written and in an envelope with the addressee name clearly marked.
- The student is responsible for showing the note to the correct teacher (in Key Stage 2). The staff in Key Stage 1 will check book bags, but it would be helpful if you tell the adult on the door that there is a message. This is not the best way to relay a message to staff.

SEESAW

This is by far the best way to contact your child's teacher. However, they will not be expected to check SEESAW during the day so if you need an immediate response please revert to calling or emailing the office on the above phone number or via admin3216@welearn365.com.

Teachers want to respond to parental queries at the earliest opportunity and will do their best to do so, however, the majority of teachers' time is taken up teaching and preparing for lessons. Teachers' responsibilities extend beyond the classroom, and they may be unable to respond to you on the day a query is made. There will be no expectation to respond to queries during their personal/family time.

- Please note lessons will never be interrupted for teachers to take calls.

TAPESTRY

In Reception teachers use Tapestry to share work with Parents. This builds into an electronic record of achievement. The Reception staff do communicate with parents through Tapestry.

Email

Please email the office on admin3216@welearn365.com

Your emails will be dealt with as soon as possible.

- Teachers are not expected to issue their email addresses.

The day-to-day care, welfare and safety of your child is managed by the person who is placed closest to them. In the first instance, please approach the following members of staff who are responsible for your child in the following order:

- 1) Classroom Teacher (if the query is relevant to teaching and learning, concerns and general child welfare). The teacher will not always pass concerns to SLT – they will try their best to deal with your queries themselves.
- 2) Teaching assistant for your class or that is assigned to work with your child at different times during the week. Please do this only in the absence of a class teacher.
- 3) A member of the senior leadership team – Miss Corry and Mr Hackett.
- 4) Designated Safeguarding Leads for safeguarding issues – These are, Miss S Corry, Mr D Hackett and Mr S Foyle
- 5) Headteacher – Miss S Corry

- Meetings should always be pre-arranged with members of staff.

If you urgently need to see someone, for instance if there is a family emergency or a child protection issue, please phone ahead and the reception staff will do their best to find a senior member of staff to speak to you immediately.

Our preferred methods of contacting you are via **telephone**, email or seesaw.

School Website

- We will use our Website to promote student achievements, give subject information and generic educational information, provide important information and share latest news.
- We aim to update the website with the latest newsletter on a weekly basis.
- Immediate messages may also be added to the moving banner at the top of the website.
- Policies will be updated on the website as changes are made to them.
- Our contact details are available on the website.
- The Chair of Governor's contact details are also available on the website.

Friends of The Dasset

- The Friends of The Dasset have their own Facebook group. Please ask for details

If you have not received a response from the school within 48 hours please contact the school again via email or telephone and we will chase up your enquiry.

Communication with parents and carers is important to us, and we will continue to monitor this policy and our approach to improve the process further.