

Communication!

In school, we use several methods of communication with our families: Arbor, contact@oldswinford.dudley.sch.uk, contact with the school office, Medical Tracker and Class Dojo. We may also speak to you face to face or via phone call at the start or end of the day if needed.

Everyone at Oldswinford CE Primary School is dedicated to providing a great school experience for our families, which includes respectful, polite, clear and courteous communication. In return we expect our families to be respectful, polite and courteous too. We encourage anyone who feels that this has not been achieved to speak to Mrs Game or another member of the leadership team.

If you want to contact us you can use:

Arbor: • Absences from school can be sent to school via Arbor • Arbor is also used for lunch orders, paying for items	Class Dojo: • to share or celebrate something that your child has done at home • to send a non-urgent message to your child's teacher. All urgent messages should go through the school office. This includes any arrangements for children going home at the end of the day. Staff will not respond if messages about collection are sent via dojo. • If you have a query about something that has happened in class you can use dojo to message the teacher. Please message the class teacher in the first instance. • Please don't send multiple messages to different members of staff about the same thing. Please just send it to one member of staff who will get back to you within 2 working days. • Please don't send messages that are disrespectful over dojo. We will always listen and try to help but any messages that are deemed as being confrontational will not be answered without being checked with a member of the school leadership team. This could take longer than 2 working days. • Please don't post questions on dojo posts as we are not alerted to these but directly message the correct adult instead. These questions may not be responded to if they are not seen.	Email: <u>contact@oldswinford.dudley.sch.uk</u> • This email address should be used when there are messages about school provision rather than class provision. For example: school lunches, accidents outside school which we need to be aware of, concerns about something in school or even to say thank you when something is working well. We will either reply to this email or call depending on the circumstances. • Please don't use staff email addresses unless you are replying to something they have sent. This includes Mrs Game as she gets many emails and isn't always able to check them before the end of the day. They also go to junk if it is not a known email address. Please use the email address above as this is checked multiple times each day. It will then be sent to the relevant person.	Contact with the school office: • We appreciate there are times when urgent messages have to be passed on to school. Please call 01384 283695 or visit the main reception area if there is an urgent message or query. Our office team will do their very best to help you or will find someone who can. • If your child is being picked up by another parent please don't use dojo as teachers don't have the time to check messages during the day. Please call the school office and let them know so they can pass on the message. • If your child has forgotten something, please don't worry, we will give you a call if they need it. We have lots of spare things in school so we can usually manage. Try to help your children take responsibility for their things once they are old enough but if needed you can drop forgotten items into the office and we will endeavour to take them to class as soon as we can.
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If we want to contact you we might use:

Arbor: • Arbor is used for formal communication about events in school or messages that need to be shared. • Arbor is also used for lunch orders, paying for items and we can use it to send text messages.	Class Dojo: • To share or celebrate something that your child has done at school. • To share pictures of what the children have been learning in school. • For teachers to send a message sharing some non-urgent information or a reminder. • Our weekly newsletter is shared via dojo. • We might message you let know about something that has happened in school that we think you need to know about. We will make this as clear and concise as possible and include as much detail as is appropriate but will try not to make it too long.	Medical Tracker: • This records first aid incidents and sends emails to parents to inform them that their child has received treatment. • It is also where we record any information about a child with a medical condition, their triggers, treatments and details of any medication we hold in school.	Verbal communication: • We might have a message we want to pass on to you more urgently so we may ask to speak to you at the end of the day. This could be to celebrate something that has gone really well or if your child has been upset and we want to share what has happened. • We might phone you if there is a message we need to pass on and we want to share more details. We might message you on dojo to ask if you are free for a call.	Email: • We might send an email from contact@oldsiwnford.dudley.sch.uk or some staff may email using their school email addresses if there are things/attachments that can't be sent via dojo. Please only use staff email addresses to reply to a message.
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In addition to this, a member of school staff will always be on the gate at the start and end of the school day for any questions or queries.