

Communication!

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. From Monday 21st September, when you message on dojo you will automatically get an acknowledgement message and staff will aim to get back to you within 3 working days. If we feel that communication on Dojo is not as we expect, we would speak to families first but it could involve parents being blocked from the chat facility.

If you want to contact us you might use:

Arbor: Please do - log absences from school - order lunches - pay for trips etc...	Class Dojo: Please do - share or celebrate something - send any non-urgent message to your child's teacher. - ask your child's class teacher if you have a query about something that has happened in class. - consider the timings of your message. Please don't - send the same message to several staff - use dojo to send a complaint - send messages that are disrespectful - don't post questions on dojo posts as we are not alerted to these.	Email: contact@oldswinford.dudley.sch.uk Please do - celebrate school successes - share any concerns, worries or complaints that can't be sorted by class teachers. Please don't - use staff email addresses unless they have contacted you first as they go to junk. - email after about school pick up after lunchtime – call the office instead so it isn't missed.	Contact with the school office: Please do - pass on any urgent messages. Call 01384 283695 or visit the main reception area. - to let us know If your child is being picked up by another parent. - let us know if your child has forgotten something Please don't - send duplicate messages – just tell the office and they will tell relevant staff.	Verbal Communication: Please do - catch class teachers at the end of the day Please don't - ask to/speak to staff in the morning as they will be looking after their classes.
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If we want to contact you we might use:

Arbor: formal communication about events in school.	Class Dojo: We will - share or celebrate something. - share pictures - send a message sharing some non-urgent information or a reminder. - share our weekly newsletter - share calendar dates on dojo - share incidents in school or to ask if you are free for a phone call/meeting. - aim to message between 8am and 6pm We won't - share difficult messages or concerns	Medical Tracker: sends emails to parents to inform them that their child has received treatment.	Verbal communication: - Face to face, at the end of the day, to pass on urgent messages - via a phone call if we have questions, worries or concerns.	Email: We might send an email from contact@oldswinford.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.
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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.