

## **How we communicate with parents and carers**

The sections below explain how we keep parents up to date with their child's education and what is happening in school.

Parents should monitor the following regularly to make sure they do not miss important communications or announcements that may affect their child.

### **3.1 Email**

We use email to keep parents informed about the following things:

- School Letters without reply slips (as an attachment)
- School Newsletters (half termly)
- Third Party letters/leaflets e.g. Letters from Saint Margaret Ward

### **3.2 Text messages**

We will text parents about:

- A pupil's absence where reasons are unknown
- Rewards
- Urgent reminders
- Short notice changes to the school day
- Emergency school closures (for instance, due to bad weather)

### **3.3 Arbor Parent Portal In-App Message**

We will message parents about:

- Non-urgent reminders
- Informal responses to queries made initially on the App
- Teacher requests for resources from parents
- Upcoming school events
- Completing school questionnaires

### **3.4 School calendar**

Our school website <https://www.stwilfridsnewman.co.uk/> includes a school calendar with dates for the full year.

Where possible, we try to give parents at least 2 weeks' notice of any events or special occasions (including non-uniform days, special assemblies or visitors, or requests for pupils to bring in special items or materials).

Any such event will be included in the school calendar.

### **3.5 Phone calls**

Staff will call parents to discuss pupils' performance (both positive and negative).

Staff will call parents to discuss concerns about your child.

Staff will call to let you know that your child has fallen ill or become injured at school

### **3.6 Letters**

We send letters home that require a consent form to be signed and returned by parents/carers.

## How parents and carers can communicate with the school

If a query or concern is urgent, and parents need a quick response, they should call the school office 01782 235676 where the issue will be picked up on the same day.

### 4.1 Email

Parents should email the school office [office@stwilfridsnewman.co.uk](mailto:office@stwilfridsnewman.co.uk)

If this is for a particular staff member, the office will forward the communication to them.

We aim to acknowledge all emails within 2 working days, and to respond in full (or arrange a meeting or phone call if appropriate) within 5 working days.

### 4.2 Arbor Parent Portal in App Message

Parents can use the in-app messaging service to communicate with the school over non urgent matters.

Messages on the app will be read within 24 hours during the working week and a response given (if necessary) within 3 school days.

### 4.2 Phone calls

If parents need to speak to a specific member of staff about a **non-urgent** matter, they should telephone the school office, and the relevant member of staff will aim to return their call within 2 days.

If this is not possible (due to teaching or other commitments), someone will respond by scheduling a phone call at a convenient time, this will be on the same day. We aim to ensure parents have spoken to the appropriate staff member as soon as possible.

If the issue is urgent, parents should call the school office.

Urgent issues might include things like:

Family emergencies

Safeguarding or welfare issues

### 4.3 Meetings

If parents would like to schedule a meeting with a member of staff, they should email the office email address or call the school to book an appointment.

We try to schedule all meetings within 5 working days of the request and usually within the same week.

Teachers are available at the beginning or end of the school day. If parents need to speak to them urgently, we recommend they book appointments. Urgent appointments may be used to discuss:

Any concerns they have about their child's learning

Updates related to pastoral support, their child's home environment, or their wellbeing

### 4.4 Social Media

We have a Facebook page which celebrates the pupils' achievements in school and provides further information and messages about the school.

We advise parents to avoid posting negative comments on the Facebook page and instead bring their queries or concerns to the attention of the relevant member of staff by emailing the school office.

<https://www.facebook.com/St.WilfridsNewman/>