

Communicating with school

We ask parents to email or telephone the school office with any queries or communication.

office@oakdale.peterborough.sch.uk

01733 566237

The office hours are 8.00-3.30

If the communication is concerning your child the office will send it to the class teacher in the first instance. You will receive a response within 2 days. If you need to speak to a specific member of staff about a **non-urgent** matter, the relevant member of staff will contact you within 2 working days.

Important Information

Key information about the school is posted on our website and Twitter feed, including:

- School times and term dates
- Important events and announcements
- Curriculum information
- Important policies and procedures
- Important contact information

Parents should check the website before contacting the school.

Parent Responsibility

Parents are responsible for:

- Ensuring that communication with the school is respectful at all times
 - Follow the policy for communication
- Respond to communications from the school (such as requests for meetings) in a timely manner
- Checking all communications from the school

Any communication that is considered disrespectful, abusive, or threatening will be treated in line with our parent code of conduct and will not be responded to.

We believe that clear, open communication between the school and parents/carers has a positive impact

We use ParentMail for communication.

If we are unable to contact Parents via electronic means we may contact them by phone.



Oakdale Primary School Communication Policy 2023.4

Urgent Issues

If your issue is urgent, please call the school office.

Urgent issues might include things like:

- Family emergencies
- Safeguarding or welfare issues

Meetings

We hold two parents' evenings per Year. During these meetings, parents can talk with teachers about their child's achievement and progress, their child's wellbeing, or any other area of concern.

The school may also contact parents to arrange meetings between parents' evenings if there are concerns about a child's achievement, progress, behaviour or wellbeing.

Parents of pupils with special educational needs (SEN), or who have other additional needs, may also be asked to attend further meetings to address these additional needs.

We try to schedule all meetings within 5 working days of the request.

Escalation

All issues or concerns should be reported to the class teacher in the first instance

If you wish to escalate a concern following communication with the class teacher or office. Please address these to:

EYFS and KS1 Miss Clement

KS2 Ms Mitchell

Office Miss N Harrison

All communication should still be sent via the office email to ensure response as this process is tracked. A response will be provided within 3 working days.

If you would like to file a formal complaint, please follow the procedure set out in our complaints policy.



Communication



We are here to listen. Good communication between parents and school is really important.

- All staff are available at the start of the day for any quick queries
- If you would like to have a longer chat, please email or call the office and someone will get back to you as soon as possible.
- Your child's class teacher is the first person you should talk to if you have any concerns.
- A meeting can be arranged with the teacher and Key Stage leader. In Reception and Key Stage One this is Miss Clement, in Key Stage Two this is Miss Mitchell.
- If after this, you are still concerned, please contact Ms. Wrigley, the Headteacher or Mrs Britton, our Deputy Head.
- office@oakdale.peterborough.sch.uk, 01733 566237