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 working 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.

Our school communication policy provides a clear, safe, professional, and consistent framework for communication between everyone involved in the school community.

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.

We try to schedule all meetings within a reasonable time frame. The Phase lead/specialist staff member will also attend.

Important Information

Key information about the school is posted on our website including:

- School times and term dates
- Curriculum information
- Important policies and procedures

Parents should check the website before contacting the school.

Oakdale Primary School **Communication Policy**

SEND

Effective communication enables the SENCO to work collaboratively with pupils, parents and carers, teachers, support staff, school leaders and external professionals to identify needs, put appropriate support in place, monitor progress and review provision.

Mrs Cleveland's (SENCO) working days are Wednesday to Friday. We request that communication should be limited to these days.

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

Meetings with the SENCO usually involve the class teacher. This involves coordinating availability and cover and may take longer to arrange.

All correspondence is via the school office.

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.

Escalation Process

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

School Policies - Oakdale Primary School



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 this is Mrs Green, Key Stage One this is Miss Clement, in Key Stage Two this is Ms 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
- Communication tools used:
  - -Class Dojo to celebrate learning and to share class news
  - -ParentMail for all school communication
  - -ParentPay for meals and trips
  - -Google Classroom for homework and remote learning