

Communication Guidelines: Parent & School



Communication Guidelines

Maintaining positive relationships with parents and carers has a hugely beneficial impact on outcomes for pupils. Clear and consistent communication helps ensure information is shared effectively while protecting teaching and learning time and supporting the wellbeing of both staff and families. Please use the guidance below to help choose the most appropriate way to communicate with school.

QUICK & INFORMAL	NEEDS A RESPONSE OR ACTION	NEEDS ACTION TODAY
Class Dojo	Email admin@	Phone the school office
Brief, non-urgent everyday messages	Questions, concerns, meetings or anything needing a fuller response	Urgent or same-day information If you cannot get through, please leave a message and email admin@
<i>e.g. PE kit, homework, a quick message for the teacher</i>	<i>e.g. learning, behaviour, friendships, requesting a meeting</i>	<i>e.g. change to collection arrangements</i>

Not sure which to use? If it needs a fuller response or follow-up, please email admin@albertthegreat.herts.sch.uk

Communication Route	When to use it	What to expect	Examples
Face-to-face (Drop-off / Pick-up)	At drop-off, brief logistical information can be shared with staff at the gate. At pick-up, teachers may provide brief feedback. For anything requiring a longer conversation, please email to arrange this. Sensitive matters should not generally be discussed on the playground.	Brief acknowledgement at the time. Longer discussion arranged if needed.	Drop-off: "She didn't sleep well last night." "He has forgotten his PE kit." Pick-up: Brief feedback about the day.

Class Dojo	For brief, non-urgent, everyday messages that can be dealt with easily by the class team. Dojo should not be used for urgent or same-day messages, absence, concerns about learning or behaviour, complaints, safeguarding concerns or sensitive matters.	Staff do not routinely check Dojo during teaching time. If a response is needed, we aim to respond within three working days.	Quick question about PE kit or homework; brief information useful for the teacher to know; quick acknowledgement or thank you.
Email to admin@	For anything that requires a response, action or discussion , or needs to be directed to a particular member of staff. The office will forward your email to the appropriate person. For matters relating to your child, the class teacher will usually be the first point of contact. Subject: FAO: Year [x] teacher – [child's name]	We aim to respond within three working days.	Questions or concerns about learning or behaviour; friendship or pastoral concerns; requesting a meeting or phone call; sharing information or documents.
Urgent same-day messages	For something that the school needs to know or act on that day , please telephone the school office. If you cannot get through, please leave a message and email admin@albertthegreat.herts.sch.uk , marking the email URGENT .	Same day where possible	<i>Change in collection arrangements; emergency appointment</i>
Attendance notifications - Email to admin@	For reporting illness, medical appointments and attendance queries. Subject: Attendance – [child's name and year group]	Absence logged same day	<i>"Child unwell today"; medical appointment.</i>
SENDCo emails - email to admin@	For queries relating to special educational needs and disabilities, including support, provision, reports and meetings. Subject: FAO: SENDCo – [child's name]	We aim to respond within five working days.	Sharing professional reports; requesting a SEND meeting; questions about provision or support strategies.
Safeguarding concerns – email to admin@	For safeguarding or confidential concerns. Subject: FAO: DSL/DDSL – [child's name]. For an urgent safeguarding concern , please telephone the school office rather than relying on email.	As soon as possible	<i>Concerns about wellbeing; significant family changes; confidential information</i>
Contacting leadership – email to admin@	For matters requiring senior leadership involvement. For matters relating to your child, the class teacher will usually be the best first point of contact. Subject: FAO: Senior Leadership – [child's name if applicable]	We aim to respond within three working days.	<i>Concerns not resolved through usual channels; requests for meeting; formal complaints</i>
BromCom	Used by school to share letters, forms and school information.	N/A	<i>Newsletters; consent forms; meeting notes; reports</i>

When School Will Contact You

If there has been a significant incident or concern during the school day:

- We will try to avoid discussing sensitive matters on the playground
- A member of staff will attempt to contact you by phone
- We aim to do this on the same day, usually by 5pm
- For more serious concerns, a meeting may be arranged

Examples:

- Behaviour incidents requiring follow-up
- Pastoral or wellbeing concerns
- Injury or accident requiring follow-up

Response Expectations

- Staff are teaching throughout the day and may not be able to respond immediately.
- We aim to respond to most communication within three working days. Some types of communication have different response times, as shown above.
- Please avoid sending follow-up messages within this timeframe.