

## Parent Communication Channels



At St John's C of E Academy, we understand the benefit that effective communication can have on pupils' educational attainment and wellbeing.

Below, you can find details of all the ways that we communicate with our parents/carers.

### Safeguarding

If you have a **safeguarding** concern, these should be made to the Designated Safeguarding Leads (DSL) who are Mr G Rizzo, Mrs J Godley and Mrs K Thackery who will coordinate a response. The Designated Safeguarding Lead, who is familiar with national and local guidance, will share concerns, where appropriate, with the relevant agencies. You can ask to speak to a DSL in person during school open times or via our main telephone number 01909 481540.

If your Safeguarding concern is out of school hours, then a referral can be made to the Multi Agency Safeguarding Hub via:


- online form: [concerned about a child](#)
- telephone: 0300 500 80 90 (0300 456 4546 out of hours)
- fax: 01623 483295
- email: [mash.safeguarding@secure.nottsc.gov.uk](mailto:mash.safeguarding@secure.nottsc.gov.uk)

### School Office

The School Office is our main method of communication during the school day/week. Our school office can be contacted as follows:

<b>In person</b>	Main Reception Opening Times:
	Monday 8am to 4.15pm
	Tuesday 8am to 4.15pm
	Wednesday 8am to 4.00pm
	Thursday 8am to 4.00pm
	Friday 8am to 4.15pm

**Telephone call** 01909 481540, also an option to leave a voice mail message

 **Teachers 2 Parents** you can text a reply to any text message sent from us



**Email**

[schooloffice@stjohnsworksop.snmat.org.uk](mailto:schooloffice@stjohnsworksop.snmat.org.uk)

Reasons to contact the office include:

- Absence reporting
- Sickness
- School dinner enquiries
- Feedback
- Urgent messages (e.g. collection of children)
- Meeting requests
- Lost Uniform/Items

## **ClassDojo**



**ClassDojo** is to be primarily used for sharing of teaching and learning happening within school, as well as celebrating key events. These will be shared with the whole school story, class story or personalised individual messages.

- Parents/carers can message teachers regarding teaching and learning, however a response will only be given during the hours of 8am – 5pm Monday-Friday as the rest of the time, teachers are set on 'quiet time'.
- Parents/carers should be aware that teachers will not necessarily respond to messages straight away, but will endeavour to do so within 24 hours during working days only. They may also not read the message that you have sent until the end of the day due to their teaching commitments.
- Parents/carers should be aware that an immediate response cannot be expected, as the main priority of staff is to teach, and a response will be given as soon as possible, during the working hours.
- Parents/carers should understand that the number of posts will not be consistent from week to week and will be dependent on events that are happening in school. The number and content of posts may also differ across year groups.

## **Face-to-face**

The class teachers and the Senior Leadership Team (SLT) are approachable and accessible to parents. A member of the SLT is in the playground every morning to greet families – please come and speak to them if you have any questions, concerns or just for a friendly chat.

Doors to classrooms are also open from 8.35am so feel free to have a quick word with your child's teacher or pass on any messages for the day ahead. If something needs to be followed up and discussed in more detail, then we encourage you to arrange a meeting via the School Office, so that we can give your concerns or comments the time and attention they deserve.

## **Journal**

We pride ourselves on keeping in touch with our whole school community weekly, through journals that we send via link on Teachers 2 Parents and post on our school website each Friday. Our journals highlight some of the learning that children throughout the school have been involved in. It is lovely to be able to share photographs of what your children and their peers are doing. The journals also flag up any important information and diary dates.

## **Reminders**

We ask parents/carers to read the journal on a weekly basis, so they are informed of important information. However, we will endeavour to ensure that reminders are sent out on Teachers 2 Parents for things happening in school on a weekly and daily basis.

## **Website**

Our school website holds a wealth of key information about life at St John's [www.stjohnsworksop.co.uk](http://www.stjohnsworksop.co.uk)

Here you can find information on our staff team, term dates, governance, compliments and complaints procedures, policies and much more. It is a great first port of call for any queries, especially if you have not been able to talk to a member of staff or member of SLT in person.